



**MUNICIPAL GOVERNMENT OF BANSUD  
FRONTLINE SERVICES**

**CITIZEN'S CHARTER**

**2<sup>nd</sup> Edition Series of 2023**

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*“Ang Gusto Natin Simple lang, Malinis, Mapayapa at Maunlad Na Bayan Ng Bansud”*

## I. Mandate

The Constitution of the Philippines, states that the local governments “shall enjoy local autonomy”, and in which the Philippine president exercises “general supervision”. Congress enacted the Republic Act 7160 otherwise known as the Local Government Code of 1991 to “provide for a more responsive and accountable local government structure instituted through a system of decentralization with effective mechanisms of recall, initiative, and referendum, allocate among the different local government units their powers, responsibilities, and resources, and provide for the qualifications, election, appointment and removal, term, salaries, powers and function and duties of local officials, and all other matters relating to the organization and operation of local units.”

## II. Vision

### **BANSUD “A ROBUST AGRICULTURAL TOWN”**

A town with a well-kept, balanced environment where peace and opportunities for development abound, inhabited by God-centered, healthy, educated and empowered citizenry in a participatory governance.

The province’s leading supplier of quality banana and other agricultural products.

## III. Mission

To enhance the delivery of basic services for the entire Bansud Citizenry.

To utilize all resources that will contribute to the rapid growth of the economic through a concerted effort, capable of providing the need of an urbanizing community

## IV. Service Pledge

The Officials and Employees of the Municipal Government of Bansud do hereby pledge and commit to:

- Deliver efficient government service to the entire Bansud citizenry through the core values of Integrity with utmost Professionalism in Responsive and Client-Friendly working environment.
- Serve all applicants or department concerned prior to the end of official working hours and during lunch break shall be attended to.



**MUNICIPAL SOCIAL WELFARE AND  
DEVELOPMENT OFFICE**  
Frontline Services

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Republic of the Philippines  
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**MUNICIPALITY OF BANSUD**



**OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT**

**CITIZEN'S CHARTER**

**EMERGENCY ASSISTANCE/CRISIS INTERVENTION OR AID TO INDIVIDUAL IN CRISIS**

This is a provision of integrated services such as provision of direct financial and materials assistance to individuals and families in crisis or difficult situation, to enable them to meet their requirements e.g medical and burial assistance, for food while in hospitals caring for sick persons, transportation assistance when travelling back to their home town/destination specifically for those women and children victim of abuse, assistance to rebel returnees (balik-probinsiya) and locally stranded individuals, assistance to Families with Person who Uses Drugs, Transportation assistance for children and women victim of abuse while attending court hearing, and educational assistance, legal assistance, psychosocial, temporary shelter and other services beyond the limitations of the local government will be done through Referral Services to various partner institutions or agencies.

The beneficiaries of the program shall be a constituent of the Municipality of Bansud who sought assistance directly, walk-in or a referred by Barangay Officials and other partner agencies/offices. Priority shall be given to families who are indigent, vulnerable and disadvantaged of those in the informal sector, and others who are in crisis situation based on the Assessment conducted by the head of the MSWDO.

Office/Division	<b>Office of the Municipal Social Welfare and Development</b>	
Classification	<b>Simple</b>	
Type of Transaction	<b>G2C – Government to Citizen</b>	
Who may avail	<b>Individual in Crisis or in Difficult Situation</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Client's Letter Request		MSWDO
2. (If Medical Assistance)		
- Clinical/Medical Certificate/Hospital Bill/Medical Prescription issued not later than 3 months		Municipal Health Office, Private/Government Hospitals, Clinics
3. Barangay Residency Certificate/ Indigency Certificate		Barangay Hall
4. Photocopy of Valid ID		Government Agencies
5. CTC or Community Tax Certificate		Office of the Municipal Treasurer, Barangay Hall
6. (If Burial Assistance)		
- Copy of Death Certificate and Funeral Contract		Municipal Civil Registrar Funeral Services
7. If Emergency Shelter Assistance (ESA)		
- Picture of the House		Client

<ul style="list-style-type: none"> <li>- Barangay Certificate for Fire Victim</li> <li>- Certification from BFP</li> </ul> <p>8. If Transportation Assistance</p> <ul style="list-style-type: none"> <li>- Referral Letter if Possible</li> </ul> <p>9. If Educational Assistance</p> <ul style="list-style-type: none"> <li>- Enrollment Assessment Form or Certificate of Enrollment, School ID</li> </ul> <p>10. If assistance to Persons Who Uses Drugs</p> <ul style="list-style-type: none"> <li>- PNP Certification that person concerned in undergoing rehabilitation</li> </ul> <p>11. If assistance to CICL</p> <ul style="list-style-type: none"> <li>- Copy of RTC Document/Subpoena</li> </ul>	<p>Barangay Hall</p> <p>Bureau of Fire Protection</p> <p>Private/Government Agencies</p> <p>Public/Private School, Universities</p> <p>Philippine National Police</p> <p>Regional Trial Court</p>			
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1 Client will sign in the Log Book	The Staff will hand-over the client the Logbook to log-in details like name, address, contact number, purpose and signature	None	1 minute	MSWDO Staff
2. Client will apply for assistance to MSWDO	<p>Inform the client of all the requirements needed</p> <p>Interview and assess and ensure completeness of the documents</p>	None	<p>10 minutes interview</p> <p>3 Days upon Application and submission of complete documents required</p>	MSWDO Staff
<b>TOTAL</b>			<b>3 days and 11 minutes</b>	

\* Depends on the availability of the signatory



## OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT

### CITIZEN'S CHARTER

#### FOOD FOR WORK

**Food for Work** is a short term intervention to provide food assistance to families/individuals while undertaking disaster preparedness, mitigation, relief, rehabilitation and risk reduction projects and activities in their own communities in exchange for the work rendered. Program recipients will receive a minimum of 3 kilos per rice per day and a maximum of 5 kilos per day.

The beneficiaries of the FFW shall be the vulnerable individual, families and communities needing intervention/support along disasters preparedness, mitigation or risk reduction, livelihood food production and hunger mitigation projects or those undertaking disaster recovery and rehabilitation. The beneficiaries should at least be 18 years of age and are physically capable to undertake or participate in the scope and nature of project in the work or project site. For disaster participating in recovery or rehabilitation projects, priority shall be those holders of the MSWD Disaster Family Access Card (DAFAC) as proof of their being victims of disasters.

Office/Division	<b>Municipal Social Welfare and Development Office</b>
Classification	<b>Simple</b>
Type of Transaction	<b>G2C – Government to Citizen</b>
Who may avail	<b>Families/Individuals/Communities while undertaking disaster preparedness, mitigation, relief and rehabilitation</b>

#### CHECKLIST OF REQUIREMENTS

#### WHERE TO SECURE

1. Letter request of the proponent

Barangay Hall (Barangay Captain)  
Requesting Individuals/families/community

CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will submit request letter	1. The MSWDO will assess the availability and appropriateness of the proposed food for work.  2. After assessment, the project proposal be prepared.  3. A request for food assistance shall be submitted two months before the activity.	None	10 days including project proposal preparation, preparation of purchase request	MSWDO

	4. Upon approval of the proposal, procurement of rice and other commodities shall be prepared and process and immediately release the same once the commodities are available			
<b>TOTAL</b>			<b>10 days</b>	







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## OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT

### CITIZEN'S CHARTER

DISASTER RELIEF/FOOD PACKS				
Disaster Relief/Food Packs is a provision of relief goods/food packs as an immediate intervention to affected individuals and families in need or who are victims of disaster and are registered in the official master list of internally displaced population and/or are holders of MSWD Disaster Family Access Card (DAFAC).				
Office/Division	<b>Municipal Social Welfare and Development Office</b>			
Classification	<b>Simple</b>			
Type of Transaction	<b>G2C – Government to Citizen</b>			
Who may avail	<b>Affected individuals/families in need or who are victims of disaster</b>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request of the proponent 2. Master List of Affected Families		Barangay Hall (Barangay Captain) Requesting Individuals/families/community Barangay Level		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/Barangay will submit request letter and Master List of affected families to MSWDO	The MSWDO will assess on the availability and appropriateness of the proposed food packs.  After assessment, the MSWDO will release the assistance to the requesting barangay. The actual distribution shall be schedule by the MSWDO and distribute the food packs by the MSWDO personnel using the prescribed Relief Distribution Sheet for Liquidation purposes.	None	3 days upon request and if food commodities are available, 1 day upon request	MSWDO
<b>TOTAL</b>			<b>3 days</b>	



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## OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT

### CITIZEN'S CHARTER

EMERGENCY SHELTER ASSISTANCE				
Emergency Shelter Assistance is a form of assistance given to families whose houses were damaged by natural and human-made disasters. It includes provision of housing materials needed to rebuild their houses. A minimum of P/3,000.00 and maximum of P/10,000.00 shall be provided to eligible families.				
Office/Division	<b>Municipal Social Welfare and Development Office</b>			
Classification	<b>Simple</b>			
Type of Transaction	<b>G2C – Government to Citizen</b>			
Who may avail	<b>Affected individuals/families in need or who are victims of disaster</b>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> <li>Picture of the house</li> <li>Barangay Certificate for Fire Victim</li> <li>Certification from BFP</li> <li>Incident Report</li> <li>Filled up Form 200 for Disaster Victim</li> <li>Certificate of Eligibility</li> </ol>		Client Barangay Hall Bureau of Fire Protection Barangay Hall/Bureau of Fire protection MSWDO MSWDO		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1 Client will apply for assistance to MSWDO	Inform the client of all the requirements.  Interview and Assess and ensure completeness and validity of submitted documents and if found eligible, prepare vouchers, process and release the assistance through the MTO	None	3 Days upon Application and submission of complete and valid documents required	MSWDO Staff
<b>TOTAL</b>			<b>3 days</b>	



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### CITIZEN'S CHARTER

#### CERTIFICATE OF INDIGENCY

Certificate of Indigency is a written document issued to qualified or eligible individual/families applying for educational assistance, burial, medical, PhilHealth Coverage and for legal assistance and for other official/business transactions as required by agency or entities.

Office/Division	<b>Municipal Social Welfare and Development Office</b>
Classification	<b>Simple</b>
Type of Transaction	<b>G2G – Government to Government</b>
Who may avail	<b>Indigent Individual/Families applying for assistance</b>

#### CHECKLIST OF REQUIREMENTS

#### WHERE TO SECURE

1. Certification of non-realty from the Municipal Assessors Office

Assessor's Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
Client will apply to the MSWDO on Certificate of Indigency with Certificate of Non-Realty	Upon submission of required document, the MSWDO will prepare and issue the same on the day of application.	None	5 Minutes	MSWDO Staff
<b>TOTAL</b>			<b>5 minutes</b>	



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<b>Social Case Study Report</b>				
Social Case Study Report is a description of socio-economic condition of the client that justifies his/her eligibility to avail assistance such as medical, burial, transportation and educational from government, non-government or civil society organizations and other charitable entities. This document also use in court, for domestic adoption and referral for temporary shelter/placement hence, this is a confidential document. This document is being prepared by a registered and licensed social worker.				
Office/Division	<b>Municipal Social Welfare and Development Office</b>			
Classification	<b>Simple</b>			
Type of Transaction	<b>G2G – Government to Government</b>			
Who may avail	<b>Individuals in Crisis or in Difficult Situation</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled-up General Intake Sheet 2. Other documents required by Social Worker; - Birth Certificate - School Records - Medical Records - Affidavit etc.		MSWDO  MCR/PSA Public/Private School Hospital/Clinics Attorney's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE COLLECTED</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client will apply to the MSWDO for Social Case Study Report	Social Worker will interview the client requesting for Social Case Study Report  Require documents needed for references and conduct home visitation as necessary  Assess the client and prepare the document  Submit the completed social case study report to the concerned agency	None	2-3 days depending on the nature of case of the client requesting for social case study report	MSWDO, SWO I
<b>TOTAL</b>			<b>2-3 days</b>	



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## OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT

### CITIZEN'S CHARTER

<b>PRE-MARRIAGE ORIENTATION AND COUNSELING CERTIFICATE</b>				
Pre-Marriage Counselling Certificate is issued to couples applying for marriage license after they have undergone pre-marriage counselling by a registered counselor. After its completion, couples will be issued a PMC Certificate as a pre-requisite for the release of Marriage License as per P.D 965, the 1987 Family Code and R.A 10354.				
Office/Division	<b>Municipal Social Welfare and Development Office</b>			
Classification	<b>Simple</b>			
Type of Transaction	<b>Government to Client</b>			
Who may avail	<b>Would be Couple</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled-up Pre-Marriage Orientation and Counseling (PMOC) Inventory Form		MSWDO		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE COLLECTED</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon application for Marriage License at the Municipal Registrar, would-be-couple will proceed to MSWDO to answer the Inventory Form	MSWD Staff will hand over the Inventory Form to would-be-couples and after completion, couple will be scheduled for the seminar which is scheduled every 1 <sup>st</sup> and 3 <sup>rd</sup> Thursday of the month.	None	20 minutes	MSWD Staff
2. Attend the scheduled Pre-Marriage Orientation and Counseling	Conduct Pre-Marriage Orientation and Counseling to would-be-couples and issue Certificate of Compliance and Counseling after the seminar	None	1 day	PMOC Team
<b>TOTAL</b>			<b>1 day and 20 minutes</b>	



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## OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT

### CITIZEN'S CHARTER

REFERRAL LETTER				
Referral Letter is a written document issued to individual who are requesting assistance for medical and other assistance not available to MSWDO and or needs further assistance to other government and non-government entities and also issued for temporary shelter and care for abused, abandoned and neglected children and women victim of violence.				
Office/Division	<b>Municipal Social Welfare and Development Office</b>			
Classification	<b>Simple</b>			
Type of Transaction	<b>G2G – Government to Government</b>			
Who may avail	<b>Individuals requesting for assistance</b>			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. General Intake Sheet 2. Medical Abstract or Medical Certificate 3. Social Case Study Report			MSWDO Hospital/Clinics  MSWDO	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will apply for Referral Letter	Client will undergo an interview and assess by the social worker, prepare the referral letter with supporting documents required by the receiving agency.	None	30 minutes if referral for medical assistance  Within the day if referral for placement at the institution	MSWDO, SWO-I
<b>TOTAL</b>			<b>30 minutes or 1 day</b>	





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## OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT

### CITIZEN'S CHARTER

ISSUANCE OF SOLO PARENT ID	
Issuance of Solo Parent ID – is an Identification Card issued to eligible solo parent as per R.A 11861	
Office/Division	<b>Municipal Social Welfare and Development Office</b>
Classification	<b>Simple</b>
Type of Transaction	<b>G2G – Government to Client</b>
Who may avail	<b>Solo Parent</b>
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Intake Sheet	MSWDO
2. Roster of Solo Parent	MSWDO
3. For Solo Parent with child or children as a consequence of rape;	
- Birth Certificate/s of child or children	MCR/PSA
- Complaint Affidavit	PNP/RTC
- Medical Record on the incident of rape	MHO/Hospital/Clinic
- Sworn affidavit that the solo parent has a sole parental care and support of the child or children	Attorney's Office
- Affidavit of a Barangay Official attesting that the solo parent is a resident of the barangay	Barangay Hall
4. For the solo parent on account of death of the spouse;	
- Birth Certificate/s of child or children	MCR/PSA
- Marriage Certificate	MCR/PSA
- Death Certificate of the Spouse	MCR/PSA
- Sworn affidavit that the solo parent has a sole parental care and support of the child or children	Attorney's Office
	Barangay Hall

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<ul style="list-style-type: none"> <li>- Affidavit of a Barangay Official attesting that the solo parent is a resident of the barangay</li> </ul>	
<p>5. For the solo parent on account of the detention or criminal conviction of the spouse;</p> <ul style="list-style-type: none"> <li>- Birth Certificate/s of child or children</li> <li>- Marriage Certificate</li> <li>- Certificate of Detention or a certification that the spouse is serving sentence for at least three (3) months</li> <li>- Sworn affidavit declaring that the solo parent is not cohabitating with a partner or a co-parent, and has sole parental care and support of the child or children</li> <li>- Affidavit of a Barangay Official attesting that the solo parent is a resident of the barangay</li> </ul>	<p>MCR/PSA</p> <p>MCR/PSA BJMP/Law Enforcement Agency</p> <p>Attorney's Office</p> <p>Barangay Hall</p>
<p>6. For solo parent on account of physical or mental incapacity of the spouse;</p> <ul style="list-style-type: none"> <li>- Birth Certificate/s of child or children</li> <li>- Marriage Certificate or Affidavit of Cohabitation</li> <li>- Medical Records, Medical Abstract or a Certificate of Confinement in the National Center for Mental Health or any medical hospital or facility as a result of the spouse's physical or mental incapacity (issued not more than 3 months)</li> <li>- Sworn affidavit declaring that the solo parent is not cohabitating with a partner or a co-parent, and has sole parental care and support of the child or children</li> <li>- Affidavit of a Barangay Official attesting that the solo parent is a resident of the barangay</li> </ul>	<p>MCR/PSA</p> <p>MCR/PSA</p> <p>National Center for Mental Health/Hospital/Facility</p> <p>Attorney's Office</p> <p>Barangay Hall</p>



<p>7. For the solo parent on account of legal or de facto separation of spouse;</p> <ul style="list-style-type: none"> <li>- Birth Certificate/s of child or children</li> <li>- Marriage Certificate</li> <li>- Judicial decree of legal separation of the spouse, or in the case of de facto separation, an affidavit of two (2) disinterested persons attesting to the fact of separation of the spouse</li> <li>- Sworn affidavit declaring that the solo parent is not cohabitating with a partner or a co-parent, and has sole parental care and support of the child or children</li> <li>- Affidavit of a Barangay Official attesting that the solo parent is a resident of the barangay</li> </ul>	<p>MCR/PSA</p> <p>MCR/PSA Trial Court</p> <p>Attorney's Office</p> <p>Barangay Hall</p>
<p>8. For the solo parent on account of declaration of nullity or annulment of marriage or divorce;</p> <ul style="list-style-type: none"> <li>- Birth Certificate/s of child or children</li> <li>- Marriage Certificate, annotated with the fact of declaration of nullity of marriage or annulment of marriage</li> <li>- Judicial decree of nullity or annulment of marriage or judicial recognition of foreign divorce</li> <li>- Sworn affidavit declaring that the solo parent is not cohabitating with a partner or a co-parent, and has sole parental care and support of the child or children</li> <li>- Affidavit of a Barangay Official attesting that the solo parent is a resident of the barangay</li> </ul>	<p>MCR/PSA</p> <p>MCR/PSA</p> <p>Trial Court</p> <p>Attorney's Office</p> <p>Barangay Hall</p>
<p>9. For the solo parent on account of abandonment by the spouse;</p> <ul style="list-style-type: none"> <li>- Birth Certificate/s of child or children</li> </ul>	<p>MCR/PSA</p> <p>MCR/PSA</p>

<ul style="list-style-type: none"> <li>- Marriage Certificate or affidavit of the applicant solo parent</li> <li>- Affidavit of two (2) disinterested persons attesting to the fact of abandonment of the spouse</li> <li>- Police or barangay record of the fact of abandonment</li> <li>- Sworn affidavit declaring that the solo parent is not cohabitating with a partner or a co-parent, and has sole parental care and support of the child or children</li> <li>- Affidavit of a Barangay Official attesting that the solo parent is a resident of the barangay</li> </ul>	<p>Attorney's Office</p> <p>PNP/Barangay Hall</p> <p>Attorney's Office</p> <p>Barangay Hall</p>
<p>10. For the spouse or any family member of an OFW under section 4(b) of the act;</p> <ul style="list-style-type: none"> <li>- Birth Certificate of dependent/s</li> <li>- Marriage Certificate, if the applicant is the spouse of the OFW, or birth certificate or other complement proof of the relationship between the applicant and the OFW, if the applicant is a family member of the OFW</li> <li>- Philippine Overseas Employment Administration Standard Employment Contract (POEA-SEC) or its equivalent document</li> <li>- Photocopy of the OFWs passport with stamps showing continuous twelve (12) months of overseas work, or a certification from the bureau of immigration</li> <li>- Proof of income of the OFWs spouse or family member</li> <li>- Sworn affidavit declaring that the solo parent is not cohabitating with a partner or a co-parent, and has sole parental care and support of the child or children</li> <li>- Affidavit of a Barangay Official attesting that the solo parent is a resident of the barangay</li> </ul>	<p>MCR/PSA MCR/PSA</p> <p>POEA</p> <p>DFA</p> <p>BIR</p> <p>Attorney's Office</p> <p>Barangay Hall</p>

<p>11. For the unmarried father or mother who keeps and rears the child or children;</p> <ul style="list-style-type: none"> <li>- Birth Certificates of the child/children</li> <li>- Certificate of No Marriage (CENOMAR)</li> <li>- Sworn affidavit declaring that the solo parent is not cohabitating with a partner or a co-parent, and has sole parental care and support of the child or children</li> <li>- Affidavit of a Barangay Official attesting that the solo parent is a resident of the barangay</li> </ul>	<p>MCR/PSA</p> <p>MCR/PSA</p> <p>Attorney's Office</p> <p>Barangay Hall</p>
<p>12. For the solo parent who is a legal guardian, adoptive or foster parent;</p> <ul style="list-style-type: none"> <li>- Birth Certificate/s of the child/children</li> <li>- Proof of guardianship issued by a court, proof of adoption such as the decree of adoption issued by a court or order of adoption issued by the DSWD or the National Authority on Child Care (NACC); proof of foster care such as the Foster Parents License issued by the DSWD or the NACC</li> <li>- Sworn affidavit declaring that the solo parent is not cohabitating with a partner or a co-parent, and has sole parental care and support of the child or children</li> <li>- Affidavit of a Barangay Official attesting that the solo parent is a resident of the barangay</li> </ul>	<p>MCR/PSA</p> <p>Trial Court/DSWD/NACC</p> <p>Attorney's Office</p> <p>Barangay Hall</p>
<p>13. For any relative within the 4<sup>th</sup> civil degree of consanguinity or affinity of the parent or legal guardian who assumes parental care and support of the child or children;</p> <ul style="list-style-type: none"> <li>- Birth Certificate/s of the child/children</li> <li>- Death Certificate, certificate of incapacity, or judicial declaration of absence or presumptive death of the parents or legal guardian; police or barangay records</li> </ul>	<p>MCR/PSA</p> <p>MCR/PSA</p>

<p>evidencing the fact of disappearance or absence of the parent or legal guardian for at least six (6) months</p> <ul style="list-style-type: none"> <li>- Proof of relationship of the relative to the parent or legal guardian, such as birth certificate, marriage certificate, family records, or other similar or analogous proof of relationship</li> <li>- Sworn affidavit declaring the solo parent has a sole parental care and support of the child/children</li> <li>- Affidavit of a Barangay Official attesting that the solo parent is a resident of the barangay</li> </ul> <p>14. For the solo parent who is a pregnant woman;</p> <ul style="list-style-type: none"> <li>- Medical record of her pregnancy</li> <li>- Affidavit of a barangay official attesting that the solo parent is a resident of the barangay</li> <li>- Sworn affidavit declaring that the solo parent is not cohabitating with a partner or co-parent who is providing support to the pregnant woman</li> </ul> <p>15. For the solo parent availing subsidy and discounts provided for under Section 15 paragraphs (1) and (2) of this act, the following additional documentary requirements shall be submitted;</p> <ul style="list-style-type: none"> <li>- Affidavit of no employment</li> <li>- Income Tax Return (ITR) or similar tax return</li> <li>- Social Case Study Report</li> <li>- Any verifiable proof of income or Certificate of Indigency</li> </ul>	<p>MCR/PSA</p> <p>Attorney's Office</p> <p>Barangay Hall</p> <p>MHO/Hospital/Clinic</p> <p>Attorney's Office</p> <p>Barangay Hall</p> <p>Attorney's Office BIR</p> <p>MSWDO BIR/Barangay Hall</p>			
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will apply for Solo Parent ID	Interview the client  Require the documents need to submit	None	15 minutes	MSWDO Staff

	Prepare the Solo Parent ID  Have the MSWDO Mayor sign the Solo Parent ID  Record the Solo Parent ID at the Roster  Release the ID to the client			
<b>TOTAL</b>			<b>15 minutes</b>	





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## OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT

### CITIZEN'S CHARTER

ISSUANCE OF SENIOR CITIZENS ID AND PURCHASE BOOKLET				
Issuance of Senior Citizens ID and Purchase Booklet is an Identification Card and Booklet issued to all senior citizens to avail privileges as per R.A 9994				
Office/Division	<b>Municipal Social Welfare and Development Office</b>			
Classification	<b>Simple</b>			
Type of Transaction	<b>G2G – Government to Client</b>			
Who may avail	<b>Senior Citizens</b>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. General Intake Sheet 2. Birth Certificate 3. Any valid id as proof of the date of birth of the client		MSWDO MCR/PSA Government Agency		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will apply for Senior ID and Purchase Booklet	Interview the client  Require the documents need to submit  Prepare the OSCA ID and Purchase Booklet for Medicines and Groceries  Have the OSCA Chairperson and Mayor sign the OSCA ID  Record the OSCA at the Roster  Release the ID to the client	None	15 minutes	OSCA/Senior Citizens Office
<b>TOTAL</b>			<b>15 minutes</b>	



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## OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT

### CITIZEN'S CHARTER

<b>ISSUANCE OF PWD ID AND PURCHASE BOOKLET</b>				
Issuance of PWD ID and Purchase Booklet is an Identification Card and Booklet issued to qualified and eligible PWDs as per R.A 7277				
Office/Division	<b>Municipal Social Welfare and Development Office</b>			
Classification	<b>Simple</b>			
Type of Transaction	<b>G2G – Government to Client</b>			
Who may avail	<b>Person with Disability</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. General Intake Sheet			MSWDO	
2. Medical Certificate indicating the nature of disability			MHO/Hospital/Clinic	
3. Filled –up PWD Registry Form			MSWDO	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE COLLECTED</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client will apply for PWD ID and Purchase Booklet	Interview the client  Require the documents need to submit  Fill-up the PWD Registry Form  Prepare the PWD ID and booklet  Have the Mayor sign the PWD ID  Release the PWD ID and Booklet to the client	None	15 minutes	MSWDO Staff
<b>TOTAL</b>			<b>15 minutes</b>	





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## OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT

### CITIZEN'S CHARTER

DISASTER RELIEF OPERATION				
Provision of Disaster Relief to affected families victim of disaster (natural and human induced disaster)				
Office/Division	Municipal Social Welfare and Development Office			
Classification	Simple			
Type of Transaction	G2G – Government to Client			
Who may avail	Individual/Families Victim of Disasters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BDRRMC Disaster Monitoring Report 2. List of Affected Families		Barangay/BDRRMC Barangay/BDRRMC		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. BDRRMC will submit report to MDRRMC	MDRRMC will conduct disaster monitoring in a 24/7  BDRRMC will submit report to MDRRMC  MDRRMC will Assess and Evaluate the situation and conduct RDNA  MDRRMC will proceed with the distribution of relief goods to affected families	None	1 day after the onset of disaster	MDRRMC, MSWDO
<b>TOTAL</b>			<b>1 day</b>	





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**OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT**

**CITIZEN'S CHARTER**

**FINANCIAL INCENTIVE AND RECOGNITION TO QUALIFIED SENIOR CITIZENS**

Provision of Financial Incentive and Recognition to qualified senior citizens upon reaching the age of 85 years old and every five years thereafter and annually beginning age of ninety five years and onwards

**Office/Division** Municipal Social Welfare and Development Office

**Classification** Simple

**Type of Transaction** G2G – Government to Client

**Who may avail** Qualified Senior Citizens aged 85 years old and above

**CHECKLIST OF REQUIREMENTS**

**WHERE TO SECURE**

1. Photocopy of OSCA ID (2 copies)	Senior Citizens Office
2. Filled up Application Form	MSWDO
3. Certificate of Residency issued by Barangay Captain	Barangay Hall
4. Copy of Birth Certificate of Senior Citizen or if not available, a Copy of Birth Certificate of the eldest sibling	MCR/PSA
5. Written Authorization signed by senior citizen	Senior Citizen
6. Photocopy of valid ID of authorized representative	Government Agency
7. Photocopy of Birth Certificate of authorized representative	MCR/PSA
8. Photocopy of registered death certificate	MCR/PSA
9. Filled-up Warranty and Release from Liability Form	MSWDO

<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE COLLECTED</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
OSCA will submit list of qualified senior citizens for Financial Incentives	MSWDO will conduct validation and assessment of qualified senior citizens based on the	None	5 days from processing to distribution	MSWDO, OSCA

	list submitted by the OSCA			
	All qualified senior citizens must submit copy of OSCA ID			
	Prepare payroll and process			
<b>TOTAL</b>			<b>5 days</b>	





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## OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT

### CITIZEN'S CHARTER

<b>PHILHEALTH REGISTRATION</b>				
PHILHEALTH Registration for Indigent Families				
Office/Division	<b>Municipal Social Welfare and Development Office</b>			
Classification	<b>Simple</b>			
Type of Transaction	<b>G2G – Government to Client</b>			
Who may avail	<b>Indigent Individual</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of Registered Birth Certificate (single and married)		MCR/PSA		
2. Copy of Marriage Certificate		MCR/PSA		
3. Copy of Birth Certificate of children below 21 years old and below		MCR/PSA		
4. Filled up PMRF		MSWDO		
5. Certificate of Financially Incapable issued by MSWDO		MSWDO		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE COLLECTED</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client will apply for Philhealth	Interview the applicant for Philhealth  Required applicant for submission of requirements  Prepare and submit masterlist to Philhealth Office  Issued the Philhealth Cards to Philhealth member once available	None	10 minutes	MSWDO Staff
<b>TOTAL</b>			<b>10 minutes</b>	



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## OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT

### CITIZEN'S CHARTER

<b>ASSISTANCE TO CHILDREN-IN-CONFLICT WITH THE LAW AND WOMEN AND CHILDREN VICTIM OF ABUSE</b>				
Office/Division	<b>Municipal Social Welfare and Development Office</b>			
Classification	<b>Simple</b>			
Type of Transaction	<b>G2G – Government to Client</b>			
Who may avail	<b>CICL, WEDC, CNSP</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Referral from PNP WCPD and Barangay Women and Children's Desk		PNP WCPD/VAW Desk Officer		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE COLLECTED</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client/Victim-Survivor referred by PNP-WCPD or by Brgy./VAW Desk Officer to MSWDO	<p>Interview the victim-survivor</p> <p>Assessed and evaluate immediate needs of the victim-survivor</p> <p>Provide immediate assistance such as counseling and other services</p> <p>Refer to Barangay for immediate issuance of BPO</p> <p>Immediate turn-over of CICL to their parents or in their absence to their guardian</p>	None	1 hour	MSWDO, SWO-I
<b>TOTAL</b>			<b>1 hour</b>	