



Republic of the Philippines
PROVINCE OF OCCIDENTAL MINDORO

PSWDO
PROVINCIAL SOCIAL WELFARE & DEVELOPMENT OFFICE

Email: pswdo.occidentalmindoro@gmail.com/Tel. (043) 711-0189

July 19, 2021

MS. MURIEL M. REGUINDING
Provincial Administrator
Province of Occidental Mindoro

Dear Ma'am:


Greetings from the PSWDO Family!

Pursuant to the recent **Memorandum Order No. 2021-067** dated July 12, 2021 with the subject "*Reiterating Submission of an Updated Citizens Charter,*" I am respectfully submitting herewith the list of updated Citizens Charter of the following services for your approval.

- 1. Assistance to Individual in Crisis Situation (AICS) Program.
- 2. Grants and Donations
- 3. Provincial Livelihood Development Program
- 4. Disaster Management and Relief Operation

I hope you find these documents satisfactory.

Respectfully yours,


ROSALINA delos Reyes-LAMOCCA, RSW
PGDH-PSWDO





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ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS) PROGRAM

TYPE	DOCUMENTS
1. Medical Assistance	<ol style="list-style-type: none"> 1. Any valid identification card of the client/person to be interviewed 2. Letter of request addressed to the Provincial Governor/Vice Governor or Sangguniang Panlalawigan Member 3. Barangay Certificate of Indigency (original copy named to the client/patient) 4. General Intake Sheet (GIS) accomplished by PSWDO AICS Focal Person 5. Original copy of Medical Certificate or Clinical Abstract (issued within 3 months) 6. IF PAYMENT FOR HOSPITAL BILL – Hospital Bill/Statement of Account (outstanding balance) with complete name and signature of the billing clerk 7. IF PAYMENT FOR MEDICINES – Prescription with date of issuance, complete name, signature and license number of the attending physician 8. IF FOR MEDICAL PROCEDURES – Laboratory requirements with date of issuance, complete name, signature and license number of the attending physician
2. Burial Assistance	<ol style="list-style-type: none"> 1. Any valid identification card of the client/person to be interviewed 2. Letter of request addressed to the Provincial Governor/Vice Governor or Sangguniang Panlalawigan Member 3. Barangay Certificate of Indigency (original copy named to the client/patient) 4. General Intake Sheet (GIS) accomplished by PSWDO AICS Focal Person 5. Death Certificate or Certification from Local Civil Registrar or Certification from the tribal chieftain (for IPs) or doctor or authorized medical practitioner in the absence of death certificate
3. Transportation Assistance	<ol style="list-style-type: none"> 1. Any valid identification card of the client/person to be interviewed 2. Letter of request addressed to the Provincial Governor/Vice Governor or Sangguniang Panlalawigan Member 3. Barangay Certificate of Indigency (original copy named to the client/patient) 4. General Intake Sheet (GIS) accomplished by PSWDO AICS Focal Person 5. Original copy of Medical Certificate or Clinical Abstract (issued

	<p>within 3 months)</p> <p>6. Referral Letter from the attending physician to other hospital outside the province</p>
4. Assistance for victims of natural and man-made calamities	<p>1. Any valid identification card of the client/person to be interviewed</p> <p>2. Letter of request addressed to the Provincial Governor/Vice Governor or Sangguniang Panlalawigan Member</p> <p>3. Barangay Certificate of Indigency (original copy named to the client/patient)</p> <p>4. General Intake Sheet (GIS) accomplished by PSWDO AICS Focal Person</p> <p>5. Certification from Barangay Chairman or P/MDRRMO that the family is a victim of natural and/or man-made calamities</p> <p>6. Photos of the affected properties</p>

IMPLEMENTING PROCEDURES

CLIENT/APPLICANT	SERVICE PROVIDER	TIME FRAME	RESPONSIBLE PERSON
<p>1. Request assistance to the Provincial Governor's Office or Sangguniang Panlalawigan Office</p> <p><i>NOTE: AICS client could be the patient or his representatives such as parents, spouse, children, siblings or in-laws.</i></p>	<p>Provincial Governor/ Vice Governor/ Sangguniang Panlalawigan Member conduct initial assessment and referral</p>	2 – 5 minutes	<p>Gov. Eduardo B. Gadiano Vice Gov. Peter J. Alfaro SP Members</p>
<p>2. Proceed to PSWDO and present the referral/complete documents</p>	<p>The PSWDO information desk staff will do the initial interview and check the documents available then refer to the AICS Focal Person</p> <p><i>NOTE: If not complete, the helping process will not pursue. The client will be advice to complete the requirements first and submit again to PSWDO</i></p>	2 – 5 minutes	<p>Myra T. Alastre Jennifer T. Gallardo</p>
<p>3. Submit all the documents together with the endorsement from Governor, Vice Governor or SP Member</p>	<p>1. Encode the basic information to verify through the AICS database if the client has been previously given assistance</p> <p>2. The PSWDO or designated staff will further assess the request, filled up General Intake Sheet (GIS) or prepare Social Case Study Report (SCSR) if necessary and recommend</p> <p>In case, the client needs psychosocial or long term interventions, the AICS Focal Person shall endorse the case to PSWDO Social Worker for case management and referral to the LGU</p>	<p>3 – 5 minutes</p> <p>30 - 45 minutes</p>	<p>Reynald B. Tapales</p> <p>Diana Rose A. Mugat, RN Sweet Marriane D. Zoleta, RPsy</p> <p>Rosalina R. Lamoca, RSW Arnel G. Medico, RSW</p>

	Social Workers		
	3. Designated staff will forward the documents together with the GIS to the PSWDO for the approval of the recommended amount	3 – 5 minutes	Rosalina R. Lamoca, RSW
	4. Print and attach CAFOA and voucher	1 – 2 minutes	Corina C. Verdera
	5. For signature of the PSWDO	1 minute	Rosalina R. Lamoca, RSW
4. Wait for the release of assistance	<p><i>PROCESS OF THE ASSISTANCE:</i></p> <p>1.AICS Process Server will submit all complete documents together with GIS, CAFOA & voucher to Provincial Governor's Office</p> <ul style="list-style-type: none"> • GIS to be countersigned • GIS to be countersigned • GIS to be signed for approval <p>2. AICS Process Server will submit all complete documents together with GIS, CAFOA & voucher to Provincial Budget Office for approval of the amount</p> <p>3. PBO will forward the documents to Provincial Treasurer's Office for approval of cash availability</p> <p>4. PTO will forward the documents to Provincial Accounting Office for audit purposes</p> <p>5. After audit, documents will return to PTO for signing of the voucher</p> <p>6.PTO will forward the documents to PGO for countersigned of the voucher</p> <p>7.PGO will forward the documents to IAS for countersigned of the voucher</p> <p>8.IAS will forward the documents to OPAd for the approval of voucher</p> <p>9. OPAd will return the document to PTO (cash division) for listing</p>	<p>2 – 5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>10 minutes</p> <p>10 minutes</p> <p>20 minutes</p> <p>10 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>10 minutes</p> <p>10 minutes</p>	<p>Reynald B. Tapales</p> <p>Malou Cologan Richard (IAS) Muriel M. Reguinding</p> <p>Manuel Tria</p> <p>Nancy J. Rubio</p> <p>Oscar Gallego</p> <p>Nancy J. Rubio</p> <p>Malou Cologan</p> <p>Richard</p> <p>Muriel M. Reguinding</p> <p>Cleta Mulingbayan</p>

	10. Once the financial assistance is available, PTO-DO will inform PSWDO regarding the schedule of release	5 minutes	PTO – Disbursing Officer
	11. PSWDO through the AICS Process Server will inform the clients through telephone call about the schedule of release	3 minutes (per client)	Reynald B. Tapales

GRANTS AND DONATIONS

FORMS OF DONATIONS	REQUIREMENTS
1. Founding Anniversary of Towns, Barangays and Sitios <ul style="list-style-type: none"> • Sports League Materials • Sound System or Public Address • Trophies • Medals • Cash 	1. Letter request from the Municipal Mayor/Barangay Chairman/Sitio Leader indicating the purpose of the request and the estimated amount needed 2. Copy of the Program of Activities
2. Study Exchange, Benchmarking, Seminars and Conferences, Competitions (Regional, National, International) and Cultural Presentations <ul style="list-style-type: none"> • Travelling Expenses • Meals • Token of Appreciation • Costumes • Cash 	1. Letter request and project proposal from the proponent 2. Work and Financial Plan requirements 3. Costumes 4. Itinerary of Travel/Program of Activities 5. Travelling Expenses 6. Meals expenses 7. Token of Appreciation
3. Repair of Facilities <ul style="list-style-type: none"> • Payment of construction materials • Payment of labor 	1. Letter of request for grant/financial assistance 2. Project Proposal with Work and Financial Plan 3. Project Design, if applicable
4. Cultural and Sports League Materials <ul style="list-style-type: none"> • Sound system • Trophies • Medals • Transportation expenses • Costumes 	1. Letter request from the Barangay Chairman or from the organizing committee indicating the purpose of the request and the estimated amount needed 2. Copy of Sports League Activities/Program of Activities

IMPLEMENTING PROCEDURES

CLIENT/APPLICANT	SERVICE PROVIDER	TIME FRAME	RESPONSIBLE PERSON
1. Request of grants or donations to the Provincial Governor's Office or Sangguniang Panlalawigan Office	Provincial Governor/ Vice Governor/ Sangguniang Panlalawigan Member conduct initial assessment and referral	2 – 5 minutes	Gov. Eduardo B. Gadiano Vice Gov. Peter J. Alfaro SP Members
2. Proceed to PSWDO and present the complete documents	The PSWDO information desk staff will do the initial interview and check the documents available then refer to the AICS Focal Person <i>NOTE: If not complete, the helping process will not pursue. The client/applicant will be advice to complete the requirements first and submit again to PSWDO</i>	2 – 5 minutes	Myra T. Alastre Jennifer T. Gallardo
3. Submit all the documents together with the endorsement from Governor, Vice Governor or SP Member	The PSWDO or designated staff will further assess the request, filled up General Intake Sheet (GIS) if applicable	15 – 30 minutes	Diana Rose A. Mugat, RN Sweet Marriane D. Zoleta, RPsy
	Designated staff will forward the documents to the PSWDO for the approval of the recommended amount	3 – 5 minutes	Rosalina R. Lamoca, RSW
	Print and attach CAFOA and voucher	1 – 2 minutes	Corina C. Verdera
	For signature of the PSWDO	1 minute	Rosalina R. Lamoca, RSW
4. Wait for the release of grants/donations	<i>PROCESS OF THE ASSISTANCE:</i>		
	1. AICS Process Server will submit all complete documents to Provincial Governor's Office <ul style="list-style-type: none"> • For countersigned • For countersigned • To be signed for approval 	2 – 5 minutes	Reynald B. Tapales
		5 minutes	Malou Cologan
		5 minutes	Richard (IAS)
		5 minutes	Muriel M. Reguinding
2. AICS Process Server will submit all complete documents to Provincial Budget Office for approval of the amount	10 minutes	Manuel Tria	
3. PBO will forward the documents to Provincial Treasurer's Office for approval of cash availability	10 minutes	Nancy J. Rubio	
4. PTO will forward the documents to Provincial Accounting Office for audit purposes	20 minutes	Oscar Gallego	

	5. After audit, documents will return to PTO for signing of the voucher	10 minutes	Nancy J. Rubio
	6. PTO will forward the documents to PGO for countersigned of the voucher	5 minutes	Malou Cologan
	7. PGO will forward the documents to IAS for countersigned of the voucher	5 minutes	Richard
	8. IAS will forward the documents to OPAd for the approval of voucher	10 minutes	Muriel M. Reguinding
	9. OPAd will return the document to PTO (cash division) for listing or issuance of cheque	10 minutes	Cleta Mulingbayan
	10. Once the assistance is available, PTO-DO will inform PSWDO regarding the schedule of release	5 minutes	PTO – Disbursing Officer
	11. PSWDO through the AICS Process Server will inform the client/applicant through telephone call about the schedule of release	3 minutes (per client)	Reynald B. Tapales



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CITIZEN'S CHARTER

PROVINCIAL LIVELIHOOD DEVELOPMENT PROGRAM

TARGET BENEFICIARIES

- a). Individual/s representing a family or a household, and
- b). Individual/s representing a group, association and cooperative.

Specifically covers the following:

- 1.) Vulnerable individual who suffered with difficult circumstance because of having Children at Risk (CAR) and Children In Conflict with the Law (CICL);
- 2.) Women and their children victim of abused;
- 3.) Former, distressed and repatriated Overseas Filipino Workers (OFWs);
- 4.) Solo Parent Individual/s;
- 5.) Former Rebels (FRs), Militiang Bayan (MBs) and ELCAC residents;
- 6.) Internally displaced persons (IDPs)
- 7.) Indigenous Peoples (IPs);
- 8.) Persons with disabilities and Parents with Children with disabilities;
- 9.) Senior Citizens;
- 10.) Indigent Women, other vulnerable sectors and unemployed adults.

DOCUMENTARY REQUIREMENTS

INDIVIDUAL REQUEST	GROUP/ ASSOCIATION/ COOP REQUEST
<ol style="list-style-type: none"> 1. Letter requests addressed to the Provincial Governor, 2. 1 original copy of Barangay Certificate of Indigency 3. 1 back-to-back photocopy of Valid ID 4. 1 copy of 2x2 ID picture 5. picture of the proposed project. 6. Mungkahing Proyekto <p>For those who request for poultry, hog fattening and raising project, he/ she must secure certification from Barangay that he/ she shall allow by the Barangay Official to raise such project and that does not violate any existing ordinances from the concerned Local Government Units (LGUs).</p>	<ol style="list-style-type: none"> 1. Letter requests addressed to the Provincial Governor signed by the chairperson or project manager, 2. 1 original copy of Barangay Certificate of Indigency of the chairperson, 3. 1 back-to-back photocopy of Valid ID of the chairperson, 4. 1 copy of 2x2 ID picture of the Chairperson, 5. 1 Photocopy of Registration (DOLE, SEC, CDA, etc.), 6. List of Officers indicating the position, contact numbers, 7. List of Members indicating information of their Name, Age, Sex, Civil Status, Educational Attainment, Religion, Occupation, 8. Photocopy of existing By- Laws, 9. Picture of the proposed project, 10. Photocopy of Association's Bank Account. In the absence of Bank Account, a letter signed by the officers authorizing the chairperson or to any trusted person in the association to name the check in their behalf. 11. Mungkahing Proyekto <p>There shall also be a zoning certificate issued from Municipal Planning and Development Coordinator (MPDC) of their respective municipality to association for those who request to raise poultry, hog fattening and raising as proof that the location of project situated in the agricultural zone of the municipality and does not violate any ordinances from the concerned Local Government Units (LGUs) and relative to the health aspect of its constituents.</p>



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HOW TO AVAIL OF THE SERVICE

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	PERSON IN- CHARGE
1	Asks Mungkahing Proyekto (MP) Form from the Information Marshall and fill- out the required information	Provides MP form to client and orient/ assists her/ him on how to fill - out the form	10 minutes	Information Marshall Arnel G. Medico Erickson S. Ermeno May Alviz Rowena M. Tiuzen
2	Proceeds to the screener to submit the MP form and other documents	Screens the MP form to check if information is complete, consistent and readable and evaluates submitted other documents	5 minutes	Arnel G. Medico Erickson S. Ermeno May Alviz Rowena M. Tiuzen
3	Answer all needed information ask in preparation of Client Information Sheet (CIS) and/ or Group Information Sheet (GIS)	Interview client using CIS and/ or GIS	3 minutes	Arnel G. Medico Erickson S. Ermeno May Alviz Rowena M. Tiuzen
4	Be ready and wait for the scheduled visit for the actual assessment and validation (By batch and by schedule)	Visit the area for actual assessment and validation in order to know its viability and feasibility *Client informs if the request will not pursue as result of actual assessment and validation	1 month	Arnel G. Medico Erickson S. Ermeno May Alviz Rowena M. Tiuzen
		Client/ group information will be encoded in the database.	2- 3 minutes	Arnel G. Medico
5	Wait for the approval of the MP	Prepare assessment and recommendation and endorse to PSWDO and submits to the Provincial Governor for Approval	1 hour	Arnel G. Medico
		Prepare necessary attachments and submit to respective offices for processing	3 days	Erickson S. Ermeno May Alviz Rowena M. Tiuzen
6	Client receive the Livelihood check	Informs client via text message and/ or phone call on the release of check	1 minute	Erickson S. Ermeno May Alviz Rowena M. Tiuzen
		Distributes check to client via on-site and off-site scheme	30 minutes	Gov. Eduardo Gadiano Rosalina R. Lamoca, RSW On-site Team Off-site Team



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DISASTER MANAGEMENT AND RELIEF OPERATION

TYPE OF DISASTER	DOCUMENTS
Natural Disaster such as typhoon, earthquake, flood, etc.	1.Barangay/Municipal Disaster Risk Reduction Management Council Report. 2.Letter Request addressed to the Governor thru PSWDO 3.Lists of affected individuals/families of disaster
Man-Made Disaster such as fire, armed conflict/bandits, etc.	1.Barangay Report/Bureau of Fire Protection Report (for fire) 2.Barangay Certificate of Indigency 3.Letter Request addressed to the Governor thru PSWDO 4.Referral from Barangay/MSWDO/MDRRMO 5.Social Case Study Report

IMPLEMENTING PROCEDURES

WALK-IN CLIENTS/ GROUPS/ ASSOCIATIONS	SERVICE PROVIDERS	TIME FRAME	RESPONSIBLE PERSON
1. Submission of request letter to the Provincial Governor's Office	Provincial Governor or authorized representative will endorse the request letter to PSWDO	2-3 minutes	<u>Provincial Governor or Authorized Representative</u>
2. Representative from the affected sitios/barangays/municipalities will submit the referred request letter to PSWDO	Collate the referred request letter, do an assessment.		Michael D. Caponpon
	Conduct initial interview to the client/victim of calamity	3-5 minutes	Michael D. Caponpon
	Discuss to PSWDO officer the submitted referred request letter	3-5 minutes	Michael D. Caponpon
	Do an assessment and validation	1 day	Michael D. Caponpon
	Submit the assessment report to PSWDO officer *Once approved, recommendation will be established	5 minutes	Michael D. Caponpon

	The PSWDO officer will submit the recommendation to the governor for approval	5 minutes	Rosalina R. Lamoca, RSW
	The Provincial Governor will approve the recommendation from PSWDO	5 minutes	Hon. Eduardo B. Gadiano Provincial Governor
	Coordinate with PEPO the service vehicle for the transport of relief goods	3-5 minutes	Michael D. Caponpon
	Inform the Provincial Governor for the scheduled relief distribution activity	3-5 minutes	Rosalina R. Lamoca, RSW, Michael D. Caponpon
	Inform the requestor for the relief distribution	3-5 minutes	Michael D. Caponpon
	Distribution of relief goods	2 days after the request	Michael D. Caponpon/PSWDO staff