

### **MUNICIPALITY OF TUBIGON**

## CITIZEN'S CHARTER





# MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE

**ADMINISTRATIVE SERVICES** 





**About the Service:** The government implemented the Solo Parent Welfare Act to support, protect, distinguish and recognize the rights of Solo parents by giving privileges and benefits.

Before Solo parents can avail of their benefits and privileges, they must first get a **Solo Parent identification card**. The Solo Parent ID can be obtained from the Municipal Social Welfare and Development Office.

Getting Solo Parent ID card is free and no charge. This ID is valid only for one (1) year and is renewal base on the assessment and validation of the status of the applicant. It shall be surrendered to the MSWDO should the solo parent transfer her/his residence to other areas.

#### Schedule of Availability of Service:

Monday – Friday 8:00 a.m. – 5:00 p.m. without noon break

#### Who May Avail of the Service:

- Parent left solo or alone with the responsibility of parenthood:
  - Due to death of spouse
  - While the spouse is detained, or serving sentence for a criminal conviction for at least one (1) year
  - Due to physical and/or mental incapacity of spouse as certified by a public medical practitioner
  - Due to legal separation or de facto separation from spouse for at least one year;
     Provided that he or she is entrusted with the custody of the child
  - Due to abandonment of the spouse for at least one (1) year
- Unmarried mother/father who has preferred to keep and rear his/her children instead of having others care for them or give them up to a welfare institution
- Any other person who solely provides parental care and support to a child or children provided he/she is duly licensed as a foster parent by DSWD or duly apppinted legal guardian by the court
- Any family member who assumes the responsibility as head of the family as a result of death, abandonment, disappearance or prolonged absence of parents or solo parent; provided that such abandonment, disappearance, or absence lasts for at least one year.
- Must be a bonafide resident of Tubigon (at least six (6) months)

#### What are the Requirements:

- 1. Completed Solo Parent application form (available and free of charge in the MSWDO)
- 2. Two 1×1 ID pictures
- 3. Barangay Residency Certificate
- 4. Appropriate documentation/evidence that the applicant is a solo parent e.g. death certificate of spouse, etc
- 5. Income tax return or any document that will establish income level of the solo parent
- 6. In case of transferee from other barangay, the applicant should seek a clearance from other former barangay indicating whether or not he/she has availed of any benefits for solo parent and the nature of such benefits
- 7. Certificate of live birth of the children



#### **Duration**:

Filing- 10 minutes Assessment/Validation-15-25 days Issuance/release of ID-30 days after filing

#### **HOW TO AVAIL OF THE SERVICE:**

Step	As a client, you	Responsibility of Action Officer	It will take you	Person in Charge	Fees	Form
1	Fill up the Solo Parent Registry Form and submit the complete requirements	Validate the submitted requirements	10 mins.	Kristine I. Genita/Ma. Luna Asis Alindao	(None)	Solo Parent Application Form
		Register the application form in the logbook indicating the target date of release of the ID				
2	Wait for the process	Conduct home visit for assessment/validat ion	15-20 days	Kristine I. Genita or any of the MSWDO staff	(None)	(None)
3	Wait for the notification via text or call	Notify the applicant via text or call	Within 5 days after validation	Kristine I. Genita or any of the MSWDO staff	(None)	(None)
4	Claim the Solo Parent ID and sign the logbook	Release the ID and record in the logbook	5 mins	Kristine I. Genita or any of the MSWDO staff	(None)	(None)
Fill-out the Client Satisfaction Rating Form						
END OF TRANSACTION						