



# **DSWD**

**Department of Social Welfare and Development**

**DEPARTMENT OF SOCIAL WELFARE AND  
DEVELOPMENT  
FIELD OFFICE VII**

**ASSISTANCE TO INDIVIDUALS IN CRISIS  
SITUATION**

**CITIZEN'S CHARTER**

**2023 (7th Edition)**



**DEPARTMENT OF SOCIAL WELFARE AND  
DEVELOPMENT  
FIELD OFFICE VII**

**ASSISTANCE TO INDIVIDUALS IN CRISIS  
SITUATION**

**CITIZEN'S CHARTER**  
2023 (7th Edition)

## **I. Mandate:**

The Department of Social Welfare and Development (DSWD) is the primary government agency mandated to develop, implement, and coordinate social protection and poverty-reduction solutions for and with the poor, vulnerable, and disadvantaged.

## **II. Vision:**

The Department of Social Welfare and Development envisions all Filipinos free from hunger and poverty, have equal access to opportunities, enabled by a fair, just and peaceful society.

## **III. Mission:**

To lead in the formulation, implementation and coordination of social welfare and development policies and programs for and with the poor, vulnerable and disadvantaged.

## **IV. Service Pledge:**

We are committed to provide you quality, prompt and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks and thereby ensure that all applicants or requesting parties who are within the DSWD premises prior to the end of the official working hours and during lunch break shall be attended to. In view of this, we shall ensure availability of Officers-in-Charge of our frontline services at all times for consultation and advice.

Furthermore, we shall endeavor to complete your transactions within the given timeline and in the event that we are unable to do so, we shall inform you promptly of our actions taken so far and clearly explain to you the reason/s for such delay.

We shall appreciate any positive or negative feedback regarding our services, facilities and personnel.

All these we pledge for the best interest of the clients/customers we serve.

## LIST OF SERVICES

<b>FRONTLINE SERVICES</b>	<b>4</b>
<b>1. IMPLEMENTATION OF THE ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION PROGRAM FOR INDIVIDUAL CLIENTS TRANSACTING WITHIN THE DSWD OFFICES (CIU/CIS/SWAD OFFICES)</b>	<b>5</b>
TRANSPORTATION ASSISTANCE	6
MEDICAL ASSISTANCE FOR HOSPITAL BILL	6
MEDICAL ASSISTANCE FOR MEDICINE/ ASSISTIVE DEVICE	7
MEDICAL ASSISTANCE FOR LABORATORY	8
FUNERAL ASSISTANCE FOR FUNERAL BILL	9
FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER	9
EDUCATIONAL ASSISTANCE	9
FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS	10
CASH ASSISTANCE FOR OTHER SUPPORT SERVICES	10
MATERIAL ASSISTANCE	11
ON-SITE TRANSACTION	12
<b>2. IMPLEMENTATION OF THE ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION PROGRAM FOR CLIENTS TAGGED AS GROUP OF INDIVIDUALS</b>	<b>18</b>
TRANSPORTATION ASSISTANCE	19
MEDICAL ASSISTANCE FOR HOSPITAL BILL	19
MEDICAL ASSISTANCE FOR MEDICINE/ ASSISTIVE DEVICE	20
MEDICAL ASSISTANCE FOR LABORATORY	21
FUNERAL ASSISTANCE FOR FUNERAL BILL	22
FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER	22
EDUCATIONAL ASSISTANCE	22
FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS	23
CASH RELIEF ASSISTANCE	23
MATERIAL ASSISTANCE	24
OFF-SITE TRANSACTION	25

# **PROTECTIVE SERVICES DIVISION**

## **FRONTLINE SERVICES**

# 1. IMPLEMENTATION OF THE ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION PROGRAM FOR INDIVIDUAL CLIENTS TRANSACTING WITHIN THE DSWD OFFICES (CIU/CIS/SWAD OFFICES)

AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any adversity or crisis through the provision of financial assistance, psychosocial intervention, and referral services that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational, material, funeral, and cash assistance for other support services, among others.

The provision of psychosocial support, including psychological first aid, and counseling, as well as financial assistance to disadvantaged and marginalized sectors, are part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the present difficult situation they are experiencing, such as illness, death, loss of job, or source of income. In order to effectively and efficiently respond to existing and emerging crisis situations among vulnerable sectors, a Citizens Charter was crafted to provide a comprehensive guide on the provision of the aforementioned assistance.

<b>Office or Division:</b>	Crisis Intervention Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
One (1) valid identification card of the client/ person to be interviewed;	<ul style="list-style-type: none"> <li>• Preferably issued by any government agencies such as but not limited to:</li> <li>• Philippine Statistics Authority (PhilSys ID)</li> <li>• Social Security System/Government Service Insurance System (UMID ID, SSS/GSIS ID)</li> <li>• Philhealth (Philhealth ID)</li> <li>• Land Transportation Office (Driver's License)</li> <li>• Professional Regulation Commission (PRC ID)</li> <li>• Overseas Workers Welfare Administration (OWWA ID)</li> <li>• Department of Labor and Employment (iDOLE)</li> <li>• Pag-IBIG Fund (PAG-IBIG ID)</li> </ul>

	<ul style="list-style-type: none"> <li>• Commission on Election (Voter's ID or Voter's Certification)</li> <li>• Post Office (Postal ID)</li> <li>• Department of Foreign Affairs (Philippine Passport)</li> <li>• National Bureau of Investigation (NBI Clearance)</li> <li>• Department of Social Welfare and Development (4Ps ID)</li> <li>• Local Government Unit PWD ID Solo Parent ID City/Municipal ID Barangay ID Office of Senior Citizen Affairs (OSCA ID)</li> <li>• Police Clearance</li> <li>• or any ID preferably with validity date, and picture and signature of the client.</li> <li>• In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an Identification Card.</li> </ul>
Signed Authorization Letter (if applicable)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
<b>TRANSPORTATION ASSISTANCE</b>	
1. Other supporting document/s such as but are not limited to, medical certificate, death certificate, and/or court order or subpoena	<ul style="list-style-type: none"> <li>• Police Station - Police Blotter</li> <li>• Hospitals/clinic - medical abstract</li> <li>• Court- court order/subpoena</li> <li>• Social worker-justification</li> </ul>
<b>MEDICAL ASSISTANCE FOR HOSPITAL BILL</b>	

1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original or Certified true copy)	Medical records of the Hospital/Clinic or the Attending Physician
2. Hospital bill or Statement of Account (outstanding balance) with name and signature of billing clerk or Certificate of balance and Promissory Note signed by the credit and collection officer or billing clerk.	<ul style="list-style-type: none"> <li>• Statement of Account - Billing Office of the hospital</li> <li>• Certificate of Balance and Promissory Note - Credit and Collection Office</li> </ul>
3. Social Case Study Report/ Case Summary.	<ul style="list-style-type: none"> <li>• Registered Social Worker in public or private practice.</li> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>
<b>MEDICAL ASSISTANCE FOR MEDICINE/ ASSISTIVE DEVICE</b>	
1. Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Medical records of the Hospital/Clinic or the Attending Physician



2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months.	Attending Physician from a hospital/clinic.
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. Quotation of Medicine or Assistive Device	<ul style="list-style-type: none"> <li>• Service Provider</li> </ul>
2. Social Case Study Report/ Case Summary.	<ul style="list-style-type: none"> <li>• Registered Social Worker in public or private practice.</li> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>
<b>MEDICAL ASSISTANCE FOR LABORATORY</b>	
1. Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
2. Laboratory Requests or Laboratory Protocol or Doctor's Order with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic
3. Social Case Study Report/ Case Summary.	<ul style="list-style-type: none"> <li>• Registered Social Worker in public or private practice.</li> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> </ul>

	<ul style="list-style-type: none"> <li>Medical Social Service</li> </ul>
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1.Quotation of Laboratory	<ul style="list-style-type: none"> <li>Service Provider</li> </ul>
1. 2. Social Case Study Report or Case Summary.	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> <li>DSWD</li> <li>LSWDO</li> <li>NGO</li> <li>Medical Social Service</li> </ul>
<b>FUNERAL ASSISTANCE FOR FUNERAL BILL</b>	
1.Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy	City/Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam
2. Promissory Note or Certificate of Balance or Statement of Account	Authorized staff of the Funeral Parlor/ Memorial Chapel
3.Funeral Contract	Authorized staff of the Funeral Parlor/ Memorial Chapel
<b>FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER</b>	
1.Death Certificate/ Certification from the Tribal Chieftain (Original/certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain or Imam.
2.Transfer Permit	City/Municipal Hall
<b>EDUCATIONAL ASSISTANCE</b>	
1. Validated School ID and Valid I.D	<ul style="list-style-type: none"> <li>School Registrar where the beneficiary is enrolled</li> </ul>

<p>2. /</p> <p>a. Enrolment Assessment Form or</p> <p>b. Certificate of Enrolment or Registration; or</p> <p>c. Statement of Account</p>	<ul style="list-style-type: none"> <li>School Registrar or Concerned Office where the beneficiary is enrolled</li> </ul>
<b>FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS</b>	
<p>1. Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required or medical document as proof that the beneficiary is admitted</p>	<ul style="list-style-type: none"> <li>Barangay Hall where the client is presently residing</li> <li>Hospital where the beneficiary is currently admitted</li> </ul>
<b>CASH ASSISTANCE FOR OTHER SUPPORT SERVICES</b>	
<p>Depending on the circumstances:</p> <p>a. <b>For Fire Victims:</b> Police Report/ Bureau of Fire Protection Report from the Bureau of Fire</p> <p>b. <b>For Distressed OFs:</b> Passport, Travel Document/s, certification from OWWA or the Barangay</p> <p>c. <b>For Rescued Client:</b> Certification from a social worker or Case manager from rescued clients.</p>	<ul style="list-style-type: none"> <li>Bureau of Fire/PNP</li> <li>Overseas Workers Welfare Administration/Department of Migrant Workers/ Barangay</li> <li>Local Social Welfare and Development Office or other social welfare agencies</li> </ul>

<p><b>d. For victims of Online Sexual Exploitation:</b> Police Blotter and social worker's certification for the victims of online sexual exploitation of children</p> <p><b>e. For Locally stranded individuals (LSI):</b> LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.</p>	<ul style="list-style-type: none"> <li>▪ Local Social Welfare and Development Office or other social welfare agencies</li>   <li>▪ Police Station –Police Blotter</li> <li>▪ Hospital/Clinic - Medical Certificate signed by the Registered Physician</li> </ul>
<p><b>For all other incidents:</b></p> <p>Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/regulating agencies, as may be applicable such as but not limited to Police Report/Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification</p>	<ul style="list-style-type: none"> <li>• Barangay Hall where the client is presently residing</li> <li>• Police Station</li> <li>• AFP or PNP</li> <li>• Office of Civil Registry</li> <li>• Certificate from the LDRMO; <i>or</i></li> <li>• Local Government Unit</li> <li>• Hospital or Clinic signed by Licensed Physician</li> </ul>
<b>MATERIAL ASSISTANCE</b>	

1. General Intake Sheet	DSWD CIU/CIS/SWAD
2. Material Assistance Distribution Sheet	DSWD CIU/CIS/SWAD

ON-SITE TRANSACTION					
CLIENT STEPS		AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1</b>	1.1 Secure a queuing number.	1.1.1 Provide Client with queuing number.	None	<b>10 Minutes</b>	<i>DSWD Personnel (Administrative Staff)</i>
	1.2 Present pertinent Document	1.2.1 DSWD personnel will check the validity, and completeness of required documents presented by the client.	None	<b>20 Minutes</b>	<i>DSWD Personnel</i>
		1.2.2 Check the client's record to the Crisis Intervention Monitoring System (CrIMS)	None	<b>20 Minutes</b>	<i>DSWD Personnel</i>
		1.2.3 If documents are complete and valid, and right frequency of availment, the client will be advised to proceed to step 2 and submit documents pertinent to their request. If not, the client will be advised to comply with the needed documents or be rescheduled to the date wherein the proper	None	<b>10 Minutes</b>	<i>DSWD Personnel</i>

		frequency of availment will be met			
2	Submit pertinent documents for Interview and Assessment	2.1 The DSWD Social Welfare Officer (SWO) shall interview, assess the documentary requirements presented, and Fill out the information in the General Intake Sheet (GIS) and the Certificate of Eligibility (CE).	None	<b>40 Minutes</b>	SWO
		2.2 The DSWD Social Welfare Officer (SWO) shall determine the eligibility of the client to receive assistance, and recommend the appropriate assistance.  If found to be ineligible for the services under the program, the client will be formally informed of the reason of ineligibility and henceforth be declined and provided with a letter of disqualification to receive assistance.	None	<b>40 Minutes</b>	SWO
		Advise the client to Proceed to Step 3 and wait to be called for the release of assistance.	None	<b>40 Minutes</b>	SWO
		Forward the Client's Document to the Authorized Approving Officer.	None	<b>40 Minutes</b>	Authorized official/s

		Approve the Social Worker's recommendation if found reasonable and with complete and valid documents.	None	<b>40 Minutes</b>	<i>Authorized Approving Officer</i>
		Scan the client's approved documents for filing, and forward to Step 3 for releasing of assistance.	None	<b>30 Minutes</b>	<i>DSWD Personnel</i>
3	Receive Assistance	Check the Client's Identity	None	<b>15 Minutes</b>	<i>SDO/RDO/ DSWD personnel</i>
		Release the Assistance.	None	<b>15 Minutes</b>	<i>SDO/RDO/ DSWD personnel</i>
4	Fill out client satisfaction measurement survey	Receive the client satisfaction survey	None	<b>20 Minutes</b>	<i>Administrative personnel</i>
<b>TOTAL:</b>			<b>None</b>	<b>5 Hour, 40 Minutes for Cash Out Right<sup>1</sup></b> <b>1 Day or 24 Hours for Guarantee Letter<sup>2</sup></b>	

<sup>1</sup> Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department.

<sup>2</sup> Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department.

## FEEDBACK AND COMPLAINTS MECHANISM

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>The client or referring party could express their feedback through a Satisfaction Survey Form that would be given at the end of the client's transaction in the Crisis Intervention Unit/Section (CIU/S) or through <a href="https://tinyurl.com/553zm6ka">https://tinyurl.com/553zm6ka</a> which will be given after they were assessed by the social worker where or not they receive assistance under Assistance to Individual in Crisis Situation (AICS) Program.</p>
How feedback is processed	<p>The duly accomplished Satisfaction Survey Form shall be consolidated together with the generated online customer feedback form once a month, identifying issues and concerns of the clients, which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.</p>
How to file complaint	<p>CIU/CIS and SWAD Offices shall implement two mechanisms for handling grievances and complaints which are (1) Written Communication and Email which is handled by the Grievance Focal Person (GFP), and (2) Personal or Onsite Complaints thru the establishment of the Public Assistance Complaint Desk (PACD).</p> <p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>• personal appearance (walk-in clients) through the Public Assistance and Complaints Desk- electronic email where concerns can be send to <a href="mailto:ciu.fo7@dswd.gov.ph">ciu.fo7@dswd.gov.ph</a></li> <li>• Letters addressed to the Director IV, Ms. Shalaine Marie S. Lucero, DSWD Field Office VII or through our Division Chief of Protective Service Division, Ms. Rosemarie S. Salazar or Ms. Clavel C. Saycon SWO-IV/ Section Head of Crisis Intervention Section</li> <li>• Through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed	



Written Communication and Email	<p><b>Step 1: Recording and Tagging of Grievances</b></p> <p>Grievances forwarded to the CID/CIS shall be received by the assigned incoming document administrative staff of CID/S. The said officer shall log the document in the Electronic Document Tracking Management System (EDTMS) of the Department signifying that the document was received by the office. They will then forward it to the Grievance Focal Person. The DRN, Subject of the document, and other pertinent details shall be listed in the monitoring tool for action of the Grievance Focal Person.</p> <p><b>Step 2: Action and Response</b></p> <p>Upon receiving the document, the Grievance Focal Person shall assess and inform the concerned staff/s, team, or section on their involvement in the received grievance case. The concerned staff or team shall be given three (3) days to respond to the complaint through a feedback letter. The said document shall be sent to the concerned parties copy furnished to the PSD-Chief</p> <p><b>Step 3: Monitoring</b></p> <p>A designated Grievance Focal Person per CID/CIS and SWAD offices shall be responsible for responding to and monitoring grievances concerning their respective office. All grievances will be recorded and monitored through a centralized system to ensure all grievances are provided with appropriate action in compliance with RA. 11032.</p> <p><b>Step 4: Termination</b></p> <p>Grievances provided with an action shall be marked as resolved if no further follow-through from the complainant is received after three (3) days from the date the feedback letter was sent.</p>
Personal or onsite complaints	<p>A PACD shall be stationed within the CIU/CIS/SWAD Satellite Office operating area where it will be visible and accessible to clients. The management of the said offices shall designate a personnel to man the said desk to immediately respond to complaints of clients onsite. Below is the process of handling received cases.</p>

	<p><b>Step 1: Recording of PACD Concern</b></p> <p>The PACD Officer shall be in charge of addressing the concerns raised through the PACD and shall account all transactions through a PACD Monitoring Tool which will contain the basic information and contact details of the client, and their concern.</p> <p><b>Step 2: Assessment and Intervention</b></p> <p>The PACD Officer shall be responsible to assess the concern of the client and shall intervene based on the presented concern. They shall observe maximum tolerance and calmly handle clients expressing their concerns or plea, whatever the case may be. For brevity, the PACD Officer shall provide a brief description of the actions taken to resolve the concern of the client on the PACD Monitoring Tool.</p> <p>In cases that the client persisted to be unresolved with the intervention despite the diligent effort of the PACD Officer to assist them with their case, the PACD Officer shall be required to prepare an incident report and escalate the concern with the management.</p>
<p>Contact Information of ARTA, PCC and CCB</p>	<p><b>Anti-Red Tape Authority (ARTA)</b></p> <p>complaints@arta.gov.ph</p> <p>8-478-5093</p> <p><b>Presidential Complaint Center (PCC)</b></p> <p>pcc@malacanang.gov.ph</p> <p>8888</p> <p><b>Contact Center ng Bayan (CCB)</b></p> <p>email@contactcenterngbayan.gov.ph</p> <p>0908-881-6565</p>

## 2. IMPLEMENTATION OF THE ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION PROGRAM FOR CLIENTS TAGGED AS GROUP OF INDIVIDUALS

AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any adversity or crisis through the provision of financial assistance, psychosocial intervention, and referral services that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational, material, funeral, and cash assistance for other support services, among others.

The provision of psychosocial support, including psychological first-aid and counseling, as well as financial assistance to disadvantaged and marginalized sectors, are part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the present difficult situation they are experiencing, such as illness, death, loss of job, or source of income. In order to effectively and efficiently respond to existing and emerging crisis situations among vulnerable sectors, a Citizens Charter was crafted to provide a comprehensive guide on the provision of the aforementioned assistance.

<b>Office or Division:</b>	Crisis Intervention Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
One (1) valid identification card of the client/ person to be interviewed;	<p>Preferably issued by any government agencies such as but not limited to:</p> <ul style="list-style-type: none"> <li>• Philippine Statistics Authority (PhilSys ID)</li> <li>• Social Security System/Government Service Insurance System (UMID ID, SSS/GSIS ID)</li> <li>• Philhealth (Philhealth ID)</li> <li>• Land Transportation Office (Driver's License)</li> <li>• Professional Regulation Commission (PRC ID)</li> <li>• Overseas Workers Welfare Administration (OWWA ID)</li> <li>• Department of Labor and Employment (iDOLE)</li> <li>• Pag-IBIG Fund (PAG-IBIG ID)</li> </ul>

	<ul style="list-style-type: none"> <li>• Commission on Election (Voter's ID or Voter's Certification)</li> <li>• Post Office (Postal ID)</li> <li>• Department of Foreign Affairs (Philippine Passport)</li> <li>• National Bureau of Investigation (NBI Clearance)</li> <li>• Department of Social Welfare and Development (4Ps ID)</li> <li>• Local Government Unit PWD ID Solo Parent ID City/Municipal ID Barangay ID Office of Senior Citizen Affairs (OSCA ID) Police Clearance</li> <li>• or any ID preferably with validity date, and picture and signature of the client.</li> <li>• In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an Identification Card.</li> </ul>
Signed Authorization Letter (if applicable)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
<b>TRANSPORTATION ASSISTANCE</b>	
2. Other supporting document/s such as but are not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena	Police Station - Police Blotter Hospitals/clinic - medical abstract Court- court order/subpoena Social worker-justification
<b>MEDICAL ASSISTANCE FOR HOSPITAL BILL</b>	

4. Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Medical records of the Hospital/Clinic or the Attending Physician
5. Hospital bill or Statement of Account (outstanding balance) with name and signature of billing clerk or Certificate of balance and Promissory Note signed by the credit and collection officer or billing clerk.	<ul style="list-style-type: none"> <li>• Statement of Account - Billing Office of the hospital</li> <li>• Certificate of Balance and Promissory Note - Credit and Collection Office</li> </ul>
6. Social Case Study Report/ Case Summary.	<ul style="list-style-type: none"> <li>• Registered Social Worker in public or private practice.</li> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>
<b>MEDICAL ASSISTANCE FOR MEDICINE/ ASSISTIVE DEVICE</b>	
3. Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Medical records of the Hospital/Clinic or the Attending Physician

4. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months.	Attending Physician from a hospital/clinic.
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
3.Quotation of Medicine or Assistive Device	<ul style="list-style-type: none"> <li>•</li> </ul>
4.Social Case Study Report/ Case Summary.	<ul style="list-style-type: none"> <li>• Registered Social Worker in public or private practice.</li> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>
<b>MEDICAL ASSISTANCE FOR LABORATORY</b>	
4.Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
5. Laboratory Requests or Laboratory Protocol or Doctor's Order with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic
6.Social Case Study Report/ Case Summary.	<ul style="list-style-type: none"> <li>• Registered Social Worker in public or private practice.</li> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>

If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
3. Quotation of Laboratory	<ul style="list-style-type: none"> <li>• Service Provider</li> </ul>
4. Social Case Study Report or Case Summary.	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>
<b>FUNERAL ASSISTANCE FOR FUNERAL BILL</b>	
4. Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy	City/Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam
5. Promissory Note or Certificate of Balance or Statement of Account	Authorized staff of the Funeral Parlor/ Memorial Chapel
6. Funeral Contract	Authorized staff of the Funeral Parlor/ Memorial Chapel
<b>FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER</b>	
3. Death Certificate or Certification from the Tribal Chieftain (Original or certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain or Imam.
2. Transfer Permit	City/Municipal Hall
<b>EDUCATIONAL ASSISTANCE</b>	
3. Validated School ID and Valid I.D	School Registrar where the beneficiary is enrolled
4. <ul style="list-style-type: none"> <li>a. Enrolment Assessment Form or</li> <li>b. Certificate of Enrolment or Registration; or</li> <li>c. Statement of Account</li> </ul>	School Registrar or Concerned Office where the beneficiary is enrolled

<b>FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS</b>	
2. Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required or medical document as proof that the beneficiary is admitted	<ul style="list-style-type: none"> <li>• Barangay Hall where the client is presently residing</li> <li>• Hospital where the beneficiary is currently admitted</li> </ul>
<b>CASH RELIEF ASSISTANCE</b>	
<p>Depending on the circumstances:</p> <p>f. <b>For Fire Victims:</b> Police Report/ Bureau of Fire Protection Report from the Bureau of Fire</p> <p>g. <b>For Distressed OFs:</b> Passport, Travel Document/s, certification from OWWA or the Barangay</p> <p>h. <b>For Rescued Client:</b> Certification from a social worker or Case manager from rescued clients.</p> <p>i. <b>For victims of Online Sexual Exploitation:</b> Police Blotter and social worker's certification for the victims of online sexual exploitation of children</p>	<ul style="list-style-type: none"> <li>▪ Bureau of Fire/PNP</li> <li>▪ Overseas Workers Welfare Administration/Department of Migrant Workers/ Barangay</li> <li>▪ Local Social Welfare and Development Office or other social welfare agencies</li> <li>▪ Local Social Welfare and Development Office or other social welfare agencies</li> </ul>



<p><b>j. For Locally stranded individuals (LSI):</b> LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.</p>	<ul style="list-style-type: none"> <li>▪ Police Station –Police Blotter</li> <li>▪ Hospital/Clinic - Medical Certificate signed by the Registered Physician</li> </ul>
<p><b>For all other incidents:</b></p> <p>Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/regulating agencies, as may be applicable such as but not limited to Police Report/Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification</p>	<ul style="list-style-type: none"> <li>• Barangay Hall where the client is presently residing</li> <li>• Police Station</li> <li>• AFP or PNP</li> <li>• Office of Civil Registry</li> <li>• Certificate from the LDRMO; <i>or</i></li> <li>• Local Government Unit</li> <li>• Hospital or Clinic signed by Licensed Physician</li> </ul>
<p><b>MATERIAL ASSISTANCE</b></p>	
<p>1. General Intake Sheet</p>	<p>DSWD CIU/CIS/SWAD</p>
<p>2. Material Assistance Distribution Sheet</p>	<p>DSWD CIU/CIS/SWAD</p>

OFF-SITE TRANSACTION					
CLIENT STEPS		AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>PRE-OFFSITE PREPARATION - Complex</b>					
1	1.1 Submit Project Proposal	1.1.1 Receive Project Proposal	None	5 Minutes (Excluding Queuing Time)	<i>Administrative Staff</i>
		1.1.2 Assess and review the received Project proposal.  If found in order, the project proposal is recommended for the approval of the Secretary or his duly authorized official/ representative for CO and FOs. If not, the project proposal is sent back to the requesting party for compliance	None	3 Hour (Excluding Queuing Time)	<i>Social Welfare Officer</i>
		1.1.3 Forward the recommendation for the approval of the project proposal to the Secretary	None	5 minutes (Excluding Queuing Time)	<i>Administrative Staff</i>
		1.1.4 Approve the recommendation for the approval of project proposal	None	5 Minutes (Excluding Queuing Time)	<i>DSWD Secretary</i>
		1.1.5 Forward the Approved project proposal to the Crisis Intervention Division/Section	None	20 Minutes (Excluding Queuing Time)	<i>Administrative Staff</i>

Department of Social Welfare and Development

		1.1.6 Cross-match the submitted list of beneficiaries to the DSWD existing program monitoring system.	None	3 Hours (Excluding Queuing Time)	Administrative Staff
		1.1.7 Inform the group about the documentary requirements needed and the schedule of the payout		3 Hours (Excluding Queuing Time)	Social Welfare Officer
OFF-SITE TRANSACTION					
1	1.1 Present Pertinent Documents	1.1.1 The assigned personnel shall check the validity and completeness of the required documents presented by the client.  If the client submits missing documents, the SWO will advise the client to comply with relevant documents before proceeding to the next step.	None	5 Minutes (Excluding Queuing Time)	Administrative Staff
2	2.1 Submit pertinent documents for Interview and Assessment	2.1.1 Filling out the identifying information of the client in the GIS;	None	15 Minutes (Excluding Queuing Time)	SWO
		2.1.2 The SWO to conduct an interview and assessment and establish the eligibility of the client and complete the filling out of the GIS and CE.	None	15 Minutes (Excluding Queuing Time)	SWO
5	5.1 Receive Assistance	3.1.1 Check the Client's Identity	None	2 Minutes (Excluding Queuing Time)	SDO/RDO/DSWD personnel

		3.1.2 Release the Assistance.	None	3 Minute (Excluding Queuing Time)	<i>SDO/RDO/ DSWD personnel</i>
<b>Total:</b>			<b>None</b>	<b>13 Hours, 10 Minutes for Cash Out Right<sup>3</sup>  1 Day or 24 Hours for Guarantee Letter<sup>4</sup></b>	

<sup>3</sup> Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department.

<sup>4</sup> Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department.

## FEEDBACK AND COMPLAINTS MECHANISM

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	The client or referring party could express their feedback through a Satisfaction Survey Form that would be given at the end of the client's transaction in the Crisis Intervention Unit/Section (CIU/S) or through <a href="https://tinyurl.com/553zm6ka">https://tinyurl.com/553zm6ka</a> which will be given after they were assessed by the social worker where or not they receive assistance under Assistance to Individual in Crisis Situation (AICS) Program.
How feedback is processed	The duly accomplished Satisfaction Survey Form shall be consolidated together with the generated online customer feedback form once a month, identifying issues and concerns of the clients, which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file complaint	<p>CIU/CIS and SWAD Offices shall implement two mechanisms for handling grievances and complaints which are (1) Written Communication and Email which is handled by the Grievance Focal Person (GFP), and (2) Personal or Onsite Complaints thru the establishment of the Public Assistance Complaint Desk (PACD).</p> <p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>• personal appearance (walk-in clients) through the Public Assistance and Complaints Desk-</li> <li>• electronic email where concerns can be send to <a href="mailto:ciu.fo7@dswd.gov.ph">ciu.fo7@dswd.gov.ph</a></li> <li>• Letters addressed to the Director IV, Ms. Shalaine Marie S. Lucero, DSWD Field Office VII or through our Division Chief of Protective</li> </ul>

	Service Division, Ms. Rosemarie S. Salazar or Ms. Clavel C. Saycon SWO-IV/ Section Head of Crisis Intervention Section <ul style="list-style-type: none"> <li>• Through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed	
Written Communication and Email	<p><b>Step 1: Recording and Tagging of Grievances</b></p> <p>Grievances forwarded to the CID/CIS shall be received by the assigned incoming document administrative staff of CID/S. The said officer shall log the document in the Electronic Document Tracking Management System (EDTMS) of the Department signifying that the document was received by the office. They will then forward it to the Grievance Focal Person. The DRN, Subject of the document, and other pertinent details shall be listed in the monitoring tool for action of the Grievance Focal Person.</p> <p><b>Step 2: Action and Response</b></p> <p>Upon receiving the document, the Grievance Focal Person shall assess and inform the concerned staff/s, team, or section on their involvement in the received grievance case. The concerned staff or team shall be given three (3) days to respond to the complaint through a feedback letter. The said document shall be sent to the concerned parties copy furnished to the PSD-Chief</p> <p><b>Step 3: Monitoring</b></p> <p>A designated Grievance Focal Person per CID/CIS and SWAD offices shall be responsible for responding to and monitoring grievances concerning their respective office. All grievances will be recorded and monitored through a centralized system to ensure all grievances are provided with appropriate action in compliance with RA. 11032.</p>

	<p><b>Step 4: Termination</b></p> <p>Grievances provided with an action shall be marked as resolved if no further follow-through from the complainant is received after three (3) days from the date the feedback letter was sent.</p>
Personal or onsite complaints	<p>A PACD shall be stationed within the CIU/CIS/SWAD Satellite Office operating area where it will be visible and accessible to clients. The management of the said offices shall designate a personnel to man the said desk to immediately respond to complaints of clients onsite. Below is the process of handling received cases.</p> <p><b>Step 1: Recording of PACD Concern</b></p> <p>The PACD Officer shall be in charge of addressing the concerns raised through the PACD and shall account all transactions through a PACD Monitoring Tool which will contain the basic information and contact details of the client, and their concern.</p> <p><b>Step 2: Assessment and Intervention</b></p> <p>The PACD Officer shall be responsible to assess the concern of the client and shall intervene based on the presented concern. They shall observe maximum tolerance and calmly handle clients expressing their concerns or plea, whatever the case may be. For brevity, the PACD Officer shall provide a brief description of the actions taken to resolve the concern of the client on the PACD Monitoring Tool.</p> <p>In cases that the client persisted to be unresolved with the intervention despite the diligent effort of the PACD Officer to assist them with their case, the PACD Officer shall be required to prepare an incident report and escalate the concern with the management.</p>

Contact Information of ARTA, PCC and CCB	<b>Anti-Red Tape Authority (ARTA)</b> complaints@arta.gov.ph 8-478-5093 <b>Presidential Complaint Center (PCC)</b> pcc@malacanang.gov.ph 8888 <b>Contact Center ng Bayan (CCB)</b> email@contactcenterngbayan.gov.ph 0908-881-6565
--	--

### List of Offices

Office/s	Address	Contact Information
DSWD Field Office VII	M.J. Cuenco Avenue Corner Gen. Maxilom Avenue, Brgy. Carreta, Cebu City	<a href="mailto:fo7@dswd.gov.ph">fo7@dswd.gov.ph</a> <a href="mailto:ciu.fo7@dswd.gov.ph">ciu.fo7@dswd.gov.ph</a> Tel. Nos: (032) 233-0261/ (032) 233.8785 Telefax: (032) 231.2172
SWAD Bohol	0260 M. Paras St., Poblacion III, Circumferential Road, Tagbilaran City, Bohol	<a href="mailto:swad-bohol.fo7@dswd.gov.ph">swad-bohol.fo7@dswd.gov.ph</a>
SWAD Negros Oriental	Door #10 Nicolas Solon Bldg., Bantayan, Dumaguete City	<a href="mailto:swad-negros.fo7@dswd.gov.ph">swad-negros.fo7@dswd.gov.ph</a>
SWAD Siquijor	Pangi, Siquijor, Siquijor	<a href="mailto:swad-siq.fo7@dswd.gov.ph">swad-siq.fo7@dswd.gov.ph</a>



--	--	--