

PROCEDURE FOR SOCIAL PENSION PROVISION TO INDIGENT SENIOR CITIZENS

I. OFFICE OR DIVISON

PROTECTIVE SERVICES DIVISION – SOCIAL PENSION PROGRAM

II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY – FRIDAY (8:00 AM – 5:00 PM)

III. WHO MAY AVAIL OF THE SERVICE

G2C – GOVERNMENT TO CITIZEN

WHAT ARE THE REQUIREMENTS	WHERE TO SECURE
OSCA ID or any Valid ID (1 photocopy) • National ID • Philhealth ID • Postal ID(not expired) • Voter’s ID • Driver’s ID (not expired)	OSCA at Local Government Unit or any Government Agency issuing government ID
Social Pension Beneficiary Update Form	OSCA or LSWDO

IV. HOW TO AVAIL

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1ST PHASE VALIDATION AND ASSESSMENT OF SOCPEN BENEFICIARIES SUBMITTED MASTERLIST			
1. DSWD FO RSPU receives the consolidated list from the LSWDO and conducts assessment/ validation to potential beneficiaries	None	14 days from the receipt of the certified list	Analie Belonguel (Bohol- Team Leader) Majen Codera (Cebu -Team Leader) Cirel Amores (Negros Oriental - Team Leader) Michael Sam Flores (Siquijor - Team Leader)
2. DSWD FO RSPU encodes the final list of beneficiaries in the Social Pension Information System (SPIS)	None	14 working days	Analie Belonguel (Bohol- Team Leader) Majen Codera (Cebu -Team Leader) Cirel Amores (Negros Oriental - Team Leader) Michael Sam Flores (Siquijor - Team Leader)

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IV. HOW TO AVAIL

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. DSWD FO RSPU encodes/uploads validated list of beneficiaries	None	14 days from the receipt of the certified list	Analie Belonguel (Bohol- Team Leader) Majen Codera (Cebu -Team Leader) Cirel Amores (Negros Oriental - Team Leader) Michael Sam Flores (Siquijor - Team Leader)
4. DSWD CO Social Pension Unit performs data cleansing and runs eligibility tests	None	20 working days	Monalissa S. Bumanglag DSWD Central Office - Social Pension Unit and ICTMS
5. DSWD FO RSPU endorses a validated and approved list of qualified Social Pension Beneficiaries.	None	14 days	Analie Belonguel (Bohol- Team Leader) Majen Codera (Cebu -Team Leader) Cirel Amores (Negros Oriental - Team Leader) Michael Sam Flores (Siquijor - Team Leader)
6. Qualified Indigent Senior Citizen notified and received qualification to the program	None	None	Indigent Senior Citizen
2nd PHASE FACILITATION OF CASH ADVANCE FOR THE CONDUCT OF SOCIAL PENSION PAYOUT THROUGH SPECIAL DISBURSING OFFICERS (SDOs)			
1. DSWD FO facilitates the cash advance.	None	10 working days before informing the LGUs on the conduct of pay-out.	Ma. Theresa Inot DSWD Field Office Finance Unit DSWD FIELD OFFICE - RSPU
2. DSWD FO SDOs	None	3 working days before the conduct of pay-out.	Ma. Theresa Inot DSWD Field Office Finance Unit identified SDOs DSWD FO - RSPU

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CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2 nd PHASE FACILITATION OF CASH ADVANCE FOR THE CONDUCT OF SOCIAL PENSION PAYOUT THROUGH SPECIAL DISBURSING OFFICERS (SDOs)			
3. DSWD FO RSPU informs the OSCA/LSWDO on the schedule of payout	None	5 working days before the pay-out	Analie Belonguel (Bohol- Team Leader) Majen Codera (Cebu -Team Leader) Cirel Amores (Negros Oriental - Team Leader) Michael Sam Flores (Siquijor - Team Leader)
3 rd PHASE CONDUCT OF PAYOUT			
4. Conduct of the Social Pension Payout	None	15 days upon release of the cash advance	Analie Belonguel (Bohol- Team Leader) Majen Codera (Cebu -Team Leader) Cirel Amores (Negros Oriental - Team Leader) Michael Sam Flores (Siquijor - Team Leader)
4 TH PHASE REPORTING AND LIQUIDATION			
5. Preparation of DSWD RSPU report to LGU	None	14 working days after the conduct of pay-out.	Analie Belonguel (Bohol- Team Leader) Majen Codera (Cebu -Team Leader) Cirel Amores (Negros Oriental - Team Leader) Michael Sam Flores (Siquijor - Team Leader)
6. DSWD FO RSPU to prepare the liquidation report	None	14 working days after conduct of pay-out following the Guidelines on Cash Advance / AO No. 13.	Analie Belonguel (Bohol- Team Leader) Majen Codera (Cebu -Team Leader) Cirel Amores (Negros Oriental - Team Leader) Michael Sam Flores (Siquijor - Team Leader)

V. PROCESSING TIME

137 days

PROCEDURE FOR SOCIAL PENSION PROVISION TO INDIGENT SENIOR CITIZENS

VI. FEEDBACK AND COMPLAINTS MECHANISM

HOW TO SEND FEEDBACK	REQUESTOR TO FILL OUT THE CLIENT SATISFACTION SURVEY FORM AND EMAIL IT TO socpen.fo7@dswd.gov.ph
HOW FEEDBACKS ARE PROCESSED	FEEDBACK WILL BE CONSOLIDATED, TABULATED AND ANALYZED AS A BASIS FOR IMPROVEMENTS OR COMMENDATIONS.
HOW TO FILE A COMPLAINT	<p>COMPLAINTS CAN BE FILED THROUGH A LETTER ADDRESS TO THE REGIONAL DIRECTOR. MAKE SURE TO PROVIDE THE FOLLOWING INFORMATION:</p> <ul style="list-style-type: none">- NAME OF PERSON BEING COMPLAINED- INCIDENT- EVIDENCE <i>IF THERE'S ANY</i> <p>FOR INQUIRES AND FOLLOW-UPS, CLIENT MAY CONTACT THE FOLLOWING CONTACT INFO:</p> <p>TEL NO.: (032) 232-9505, (032) 233-0261, (032) 233-8785 LOCAL 17119 TELEFAX: (032) 231-2172 EMAIL: socpen.fo7@dswd.gov.ph</p>
HOW COMPLAINTS ARE PROCESSED	<p>COMPLAINTS RECEIVED ARE REVIEWED BY THE GRIEVANCE FOCAL. IT WILL BE RELAYED AND DISCUSSED DURING THE STAFF MEETING.</p> <p>A VALIDATION SHALL BE CONDUCTED IF NECESSARY, AS THE BASIS OF THE REPORT WHICH WILL BE SIGNED BY THE REGIONAL DIRECTOR. SUCH REPORT WILL BE SENT TO THE COMPLAINANT WITHIN THREE (3) DAYS UPON RECEIPT OF THE COMPLAINT VIA EMAIL OR SNAIL MAIL WHICHEVER IS APPLICABLE.</p> <p>FOR INQUIRES AND FOLLOW-UPS, CLIENT MAY CONTACT THE FOLLOWING CONTACT INFO:</p> <p>TEL NO.: (032) : 231-2172 local 17147 TELEFAX: (032) 231-2172 Email: socpen.fo7@dswd.gov.ph</p>
CONTACT INFORMATION OF CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478-5093/ 8478-5099</p> <p>PACe: pace@op.gov.ph 8888</p> <p>CCB: SMS: 0908-881-6565 Email: email@contactcenterbayan.gov.ph WEB: https://contactcenterngbayan.gov.ph FACEBOOK: https://facebook.com/civilservicegovph CALL: 165 65 (P5+VAT PER CALL ANYWHERE IN THE PHILIPPINES VIA PLDT LANDLINES)</p>

Provision of Centenarian Gifts to Centenarians

I. OFFICE OR DIVISON

PROTECTIVE SERVICES DIVISION – CENTENARIAN PROGRAM

II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY – FRIDAY (8:00 AM – 5:00 PM)

III. WHO MAY AVAIL OF THE SERVICE

G2C – GOVERNMENT TO CITIZEN

WHAT ARE THE REQUIREMENTS	WHERE TO SECURE
For Living Centenarians	
Birth certificate (1 original or CTC)	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Philippine Passport (1 photocopy)	Department of Foreign Affairs (DFA)
Identification Cards (1 photocopy)	Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver’s License, social security cards like the Government Service Insurance System (GSIS), and Social Security System (SSS), Professional Regulatory Commission (PRC) license, Philippine Postal, Commission on Elections (COMELEC)
Marriage Certificate (1 original or CTC)	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Birth Certificates of children (1 original or CTC)	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Affidavits executed by at least two (2) disinterested persons (1 original)	Lawyer (either public or private)
Old School or Employment records (1 original or ctc)	School or Employment agency
Baptismal and/or Confirmation records (1 original)	Parish church and other religious denomination
Medical and/or Dental examination (1 original)	Government / private doctors or dentist
Other related documents	National Commission on Muslim Filipinos (NCMF) / National Commission on Indigenous People (NCIP); AFPSLAI, AMWSLAI, Veterans (1 original or CTC)

Provision of Centenarian Gifts to Centenarians

III. WHO MAY AVAIL OF THE SERVICE

G2C – GOVERNMENT TO CITIZEN

WHAT ARE THE REQUIREMENTS	WHERE TO SECURE
For Deceased Centenarian	
Death Certificate (1 original or CTC)	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Identification card of the nearest living surviving relative (1 photocopy)	Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver’s License, social security cards like the Government Service Insurance System (GSIS), and Social Security System (SSS), Professional Regulatory Commission (PRC) license, Philippine Postal, Commission on Elections (COMELEC)
Certificate of live birth of the nearest surviving relative (1 original or CTC)	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Special Power of Attorney (1 original)	Lawyer (either public or private)
Warranty and Release from Liability (1 original)	DSWD Field Offices

IV. HOW TO AVAIL

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of application of centenarian and/or nearest surviving relative	None	5 mins	Juvelyn Gumisad Centenarian focal person
2. DSWD FO conducts validation to the identified masterlist of centenarian applicants	None	18 working days	Juvelyn Gumisad Centenarian focal person
3. DSWD FO to facilitate the centenarian gift of the eligible centenarians	None	20 working days	Juvelyn Gumisad Centenarian focal person
4. DSWD FO to release the centenarian gift of the eligible centenarians	None	23 working days	Juvelyn Gumisad Centenarian focal person

Provision of Centenarian Gifts to Centenarians

V. PROCESSING TIME

61 days and 5 mins

VI. FEEDBACK AND COMPLAINTS MECHANISM

HOW TO SEND FEEDBACK	REQUESTOR TO FILL OUT THE CLIENT SATISFACTION SURVEY FORM AND EMAIL IT TO centenarian.fo7@gmail.com
HOW FEEDBACKS ARE PROCESSED	FEEDBACK WILL BE CONSOLIDATED, TABULATED AND ANALYZED AS A BASIS FOR IMPROVEMENTS OR COMMENDATIONS.
HOW TO FILE A COMPLAINT	<p>COMPLAINTS CAN BE FILED THROUGH A LETTER ADDRESS TO THE REGIONAL DIRECTOR. MAKE SURE TO PROVIDE THE FOLLOWING INFORMATION:</p> <ul style="list-style-type: none">- NAME OF PERSON BEING COMPLAINED- INCIDENT- EVIDENCE <i>IF THERE'S ANY</i> <p>FOR INQUIRES AND FOLLOW-UPS, CLIENT MAY CONTACT THE FOLLOWING CONTACT INFO:</p> <p>TEL NO.: (032) 232-9505, (032) 233-0261, (032) 233-8785 LOCAL 17119 TELEFAX: (032) 231-2172 EMAIL: centenarian.fo7@gmail.com</p>
HOW COMPLAINTS ARE PROCESSED	<p>COMPLAINTS RECEIVED ARE REVIEWED BY THE GRIEVANCE FOCAL. IT WILL BE RELAYED AND DISCUSSED DURING THE STAFF MEETING.</p> <p>A VALIDATION SHALL BE CONDUCTED IF NECESSARY, AS THE BASIS OF THE REPORT WHICH WILL BE SIGNED BY THE REGIONAL DIRECTOR. SUCH REPORT WILL BE SENT TO THE COMPLAINANT WITHIN THREE (3) DAYS UPON RECEIPT OF THE COMPLAINT VIA EMAIL OR SNAIL MAIL WHICHEVER IS APPLICABLE.</p> <p>FOR INQUIRES AND FOLLOW-UPS, CLIENT MAY CONTACT THE FOLLOWING CONTACT INFO:</p> <p>TEL NO.: (032) : 231-2172 local 17147 TELEFAX: (032) 231-2172 Email: centenarian.fo7@gmail.com</p>
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