

PROCEDURE FOR SOCIAL PENSION PROVISION TO INDIGENT SENIOR CITIZENS

I. OFFICE OR DIVISON

PROTECTIVE SERVICES DIVISION – SOCIAL PENSION PROGRAM

II. SERVICE CLASSIFICATION

HIGHLY TECHNICAL

III. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY – FRIDAY (8:00 AM – 5:00 PM)

IV. WHO MAY AVAIL OF THE SERVICE

INDIGENT SENIOR CITIZENS WHO ARE:

A) 60 YEARS OLD AND ABOVE INDIGENT SENIOR CITIZENS WHO ARE FRAIL, SICKLY, BEDRIDDEN, OR WITH A DISABILITY;

B) NO PERMANENT SOURCE OF INCOME;

C) NO REGULAR SUPPORT FROM FAMILY OR RELATIVES;

D) NO PENSION FROM GSIS, SSS, PVAO, AND OTHER INSURANCE AGENCIES

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
OSCA ID OR ANY VALID ID (1 PHOTOCOPY) <ul style="list-style-type: none">• 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

V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 ST 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 <i>(BOHOL- TEAM LEADER)</i> MAJEN CODERA <i>(CEBU -TEAM LEADER)</i>
2. DSWD FO RSPU ENCODES THE FINAL LIST OF BENEFICIARIES IN THE SOCIAL PENSION INFORMATION SYSTEM (SPIS)	NONE	14 WORKING DAYS	CIREL AMORES <i>(NEGROS ORIENTAL - TEAM LEADER)</i>
3. DSWD FO RSPU ENCODES / UPLOADS VALIDATED LIST OF BENEFICIARIES	NONE	14 DAYS FROM THE RECEIPT OF THE CERTIFIED LIST	MICHAEL SAM FLORES <i>(SIQUIJOR - TEAM LEADER)</i>
4. DSWD CO SOCIAL PENSION UNIT PERFORMS DATA CLEANSING AND RUNS ELIGIBILITY TESTS	NONE	20 WORKING DAYS	MONALISSA S. BUMANGLAG <i>DSWD CENTRAL OFFICE - SOCIAL PENSION UNIT AND ICTMS</i>
5. DSWD FO RSPU ENDORSES A VALIDATED AND APPROVED LIST OF QUALIFIED SOCIAL PENSION BENEFICIARIES.	NONE	14 DAYS	ANALIE BELONGUEL <i>(BOHOL- TEAM LEADER)</i> MAJEN CODERA <i>(CEBU -TEAM LEADER)</i> CIREL AMORES <i>(NEGROS ORIENTAL - TEAM LEADER)</i> MICHAEL SAM FLORES <i>(SIQUIJOR - TEAM LEADER)</i>
6. QUALIFIED INDIGENT SENIOR CITIZEN NOTIFIED AND RECEIVED QUALIFICATION TO THE PROGRAM	NONE	NONE	INDIGENT SENIOR CITIZEN

V. HOW TO AVAIL OF THE SERVICE

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)			
1. DSWD FO FACILITATES THE CASH ADVANCE.	NONE	10 WORKING DAYS BEFORE INFORMING THE LGUS ON THE CONDUCT OF PAY-OUT.	MA. THERESA ENOT <i>DSWD FIELD OFFICE FINANCE UNIT</i> DSWD FIELD OFFICE - RSPU
2. DSWD FO SDOS	NONE	3 WORKING DAYS BEFORE THE CONDUCT OF PAY-OUT.	MA. THERESA ENOT <i>DSWD FIELD OFFICE FINANCE UNIT</i> FINANCE UNIT IDENTIFIED SDOS DSWD FO - RSPU
3. DSWD FO RSPU INFORMS THE OSCA/LSWDO ON THE SCHEDULE OF PAYOUT	NONE	5 WORKING DAYS BEFORE THE PAY-OUT	ANALIE BELONGUEL <i>(BOHOL- TEAM LEADER)</i> MAJEN CODERA <i>(CEBU -TEAM LEADER)</i> CIREL AMORES <i>(NEGROS ORIENTAL - TEAM LEADER)</i> MICHAEL SAM FLORES <i>(SIQUIJOR - TEAM LEADER)</i>

V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3 rd PHASE CONDUCT OF PAYOUT			
4. CONDUCT OF THE SOCIAL PENSION PAYOUT	NONE	15 DAYS UPON RELEASE OF THE CASH ADVANCE	ANALIE BELONGUEL <i>(BOHOL- TEAM LEADER)</i> MAJEN CODERA <i>(CEBU -TEAM LEADER)</i> CIREL AMORES <i>(NEGROS ORIENTAL - TEAM LEADER)</i> MICHAEL SAM FLORES <i>(SIQUIJOR - TEAM LEADER)</i>
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 <i>(BOHOL- TEAM LEADER)</i> MAJEN CODERA <i>(CEBU -TEAM LEADER)</i>
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.	CIREL AMORES <i>(NEGROS ORIENTAL - TEAM LEADER)</i> MICHAEL SAM FLORES <i>(SIQUIJOR - TEAM LEADER)</i>

VI. PROCESSING TIME

137 DAYS

VII. FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Feedback can be sent thru e-mail at socpen.fo7@dswd.gov.ph or letter address to Social Pension Management Office or may contact thru tel. nos. 231-2172
How feedbacks are processed	<p>Upon receipt, the Project Development Officer will verify the veracity and truthfulness of the issues raised thru coordination with MSWD/OSCA/ FSCAP and other partners in the community and thru records review and data verification.</p> <p>In writing, PDO sends response indicating, the actions taken and the services provided, within 3 days</p>
How to file a complaint	Complaint may be sent thru e-mail at socpen.fo7@dswd.gov.ph or letter address to SPMO/OSCA/C/MSWDO or verbal complaint is entertained at the grievance desk during pay-out or in any days can be lodged at the office of MSWDO.
How complaints are processed	<p>Upon receipt of complaint, PDO conducts verification in coordination with the OSCA, MSWDO</p> <p>PDO informs thru letter the response and the actions provided based on complaint within 3 days.</p>
Contact information of Anti-Red Tape Authority (ARTA), PCC and CCB	<p>ARTA : complaints@arta.gov.ph : 8478-5093 / 8478-5093 / 8478-5099</p> <p>PACe : pace@op.gov.ph : 8888</p> <p>CCB : SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph FB: 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 DIVISION

PROTECTIVE SERVICES DIVISION – SOCIAL PENSION PROGRAM

II. SERVICE CLASSIFICATION

HIGHLY TECHNICAL (COVERED UNDER R.A. 10868)

III. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY – FRIDAY (8:00 AM – 5:00 PM)

IV. WHO MAY AVAIL OF THE SERVICE

ALL FILIPINO CITIZENS, WHO HAVE REACHED ONE HUNDRED (100) YEARS OLD AND ABOVE, WHETHER RESIDING IN THE PHILIPPINES OR ABROAD.

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

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
FOR LIVING CENTENARIANS	
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 (1 ORIGINAL OR CTC)	NATIONAL COMMISSION ON MUSLIM FILIPINOS (NCMF) / NATIONAL COMMISSION ON INDIGENOUS PEOPLE (NCIP); AFPSLAI, AMWSLAI, VETERANS
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

V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMISSION OF APPLICATION OF CENTENARIAN AND / OR NEAREST SURVIVING RELATIVE	NONE	5 MINUTES	JUVELYN GUMISAD <i>CENTENARIAN FOCAL PERSON</i>
2. DSWD FO CONDUCTS VALIDATION TO THE IDENTIFIED MASTERLIST OF CENTENARIAN APPLICANTS	NONE	18 WORKING DAYS	JUVELYN GUMISAD <i>CENTENARIAN FOCAL PERSON</i>
3. DSWD FO TO FACILITATE THE CENTENARIAN GIFT OF THE ELIGIBLE CENTENARIANS	NONE	20 WORKING DAYS	JUVELYN GUMISAD <i>CENTENARIAN FOCAL PERSON</i>
4. DSWD FO TO RELEASE THE CENTENARIAN GIFT OF THE ELIGIBLE CENTENARIANS	NONE	23 WORKING DAYS	JUVELYN GUMISAD <i>CENTENARIAN FOCAL PERSON</i>

VI. PROCESSING TIME

61 DAYS AND 5 MINUTES

VII. FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	DSWD Field Office will send monthly through email and hard copy the following reports: <ul style="list-style-type: none"> • Registry of paid centenarians • Fund Utilization Report
How feedbacks are processed	DSWD FO to conduct dialogue or validation to the concerned party/ies
How to file a complaint	Written complaints from any individuals or institutions may be sent through the Local Government Unit
How complaints are processed	Endorsed to appropriate Field Office for action
Contact information of Anti-Red Tape Authority (ARTA), PCC and CCB	<p>ARTA : complaints@arta.gov.ph : 8478-5093 / 8478-5093 / 8478-5099</p> <p>PACe : pace@op.gov.ph : 8888</p> <p>CCB : SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph FB: https://facebook.com/civilservicegovph Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>