

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
One (1) photocopy of the OSCA ID or any Valid Government-Issued ID indicating the birth date of the senior citizens such as but not limited to the following: 1.PhilSys ID 2.Driver's License 3.Philhealth ID 4.Voter's ID 5.Postal ID 6.Federation ID	OSCA at Local Government Unit or any Government Agency issuing government ID
One (1) original copy of the fully accomplished and signed Social Pension Application Form	The indigent senior citizen applicant shall inquire and/or submit the needed documentary requirements to the following: 1. Barangay Senior Citizens Association 2. Office of the Senior Citizens Affair (OSCA) 3. Local Social Welfare and Development Office (LSWDO) 4. DSWD Field Office through the Regional Social Pension Unit (DSWD FO-RSPU) 5. DSWD Central Office through the Older Persons Unit under the Program Management Bureau (DSWD CO-OPU) BSCA/ OSCA/ LSWDO/ DSWD FO-RSPU to provide one (1) copy of the Social Pension Application Form to the indigent senior citizen applicant. <i>*no application is processed in the DSWD CO-OPU. All applications will be endorsed to the DSWD FO-RSPU.</i>
The indigent senior citizen applicant is likewise encouraged to present the original copy of his / her OSCA ID or valid ID for further information	

IV. HOW TO AVAIL

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. APPLICATION AND PRESENTATION OF NECESSARY DOCUMENTARY REQUIREMENTS OF THE INDIGENT SENIOR CITIZEN TO THE SOCIAL PENSION PROGRAM <i>*the same client steps shall be applied to indigent senior citizens re-applying to the program due to possible previous removal or inactivity to the social pension.</i> A. INDIGENT SENIOR CITIZEN APPLIES FOR SOCPEN THROUGH EITHER OF THE FOLLOWING OFFICES LOCATED AT THEIR CITY/ MUNICIPALITY a. Barangay Senior Citizens Association (BSCA) b. Office for Senior Citizens Affairs (OSCA) c. Local Social Welfare and Development Office (LSWDO) <i>*As recommended, the LGU processes shall be excluded from this citizens’ charter thus the LGUs shall prepare a Citizens’ Charter to ensure accountability and responsiveness between the DSWD and LGUs. Nonetheless, it must be noted that SocPen application processing through the BSCA/OSCA/LSWDO is the most utilized service modality in the regions.</i>			
B. INDIGENT SENIOR CITIZEN APPLIES FOR SOCPEN THROUGH THE DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT FIELD OFFICE - REGIONAL SOCIAL PENSION UNIT (DSWD FO-RSPU)			
1. The indigent senior citizen applicant goes to the DSWD FO-RSPU to apply for his/her possible inclusion in the Social Pension Program	None 1.1.The DSWD FO-RSPU Focal/Staff is to provide a copy of the Social Pension Application Form to the Indigent Senior Citizens.	30 minutes <i>*processing time for the indigent senior citizen to complete his/her presentation of interest to apply to SocPen at the RSPU.</i>	Emma F. Patalinghug OIC-Division Chief, Protective Services Division
2. The indigent senior citizen applicant fills up and submits the accomplished Social Pension Program Application Form to the DSWD FO-RSPU	2.1.The DSWD FO-RSPU Focal/Staff shall assist the indigent senior citizen applicant in filling up the form and provide the necessary information to the senior citizen regarding his application. 2.1.1.The DSWD FO-RSPU Focal/Staff shall None accept and verify the completeness of the accomplished application form together with one (1) original and/or photocopy of the OSCA ID or any valid government-issued ID indicating the birthdate of the senior citizen presented. 2.1.2The DSWD FO-RSPU Focal/Staff shall notify and/or endorse the concerned LGUs for initial validation of applications such as confirmation of residence, etc. upon receipt of applications from walk-in clients. Note: The DSWD FO-RSPU Focal/Staff may provide one (1) photocopy of the received application form to the indigent senior citizen for record purposes. It is further recommended that the applicant presents his/her original copy of OSCA ID and/or any government-issued IDs for verification purposes.		Emma F. Patalinghug OIC-Division Chief, Protective Services Division

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CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
C. INDIGENT SENIOR CITIZEN GOES TO THE DSWD CENTRAL OFFICE - OLDER PERSONS UNIT TO SIGNIFY INTEREST IN APPLYING TO SOCPEN FOR ENDORSEMENT TO THE DSWD FO - RSPU			
1.The Indigent senior citizens applicant goes to the DSWD CO-OPU to signify interest in applying to the Social Pension Program as a possible beneficiary.	<p>receives and interviews the indigent senior citizen applicant through walk-in, phone-in, and email inquiries to get the following information for None referral to the appropriate Field Office:</p> <p>a. Name b. Age and Birthdate c. Address d. Contact Information e. Other pertinent details on the application</p> <p>Note: <i>There shall be no processing of program applications being done at the Central Office level.</i></p> <p><i>The RSPU shall conduct the necessary application procedures.</i></p> <p><i>All application requests received by the DSWD CO-OPU shall be officially communicated with the senior citizen's information to their respective DSWD FO-RSPU for action. It is further recommended that the applicant presents his/her original copy of OSCA ID and/or any government-issued IDs for verification <u>purposes</u>.</i></p>	30 minutes <i>*processing time for the indigent senior citizen to complete his/her presentation of interest to apply to SocPen at the DSWD CO</i>	Emma F. Patalinghug OIC-Division Chief, Protective Services Division
II. THE INDIGENT SENIOR CITIZEN APPLICANTS WILL BE SUBJECTED FOR VALIDATION AND ASSESSMENT BASED ON THE PROGRAM CRITERIA			
2. The indigent senior citizen applicant undergoes validation and assessment to determine if he/she is eligible for the social pension.	<p>2.1.DSWD FO-RSPU Focal/ Staff shall schedule and inform through a written letter and/or other tangible means of communication such as None email/ text message, etc. the OSCA/ LSWDO on the conduct of validation and assessment based on either/or of the following received consolidated and certified list from the LSWDO/ walk-in applicants/ referrals from different stakeholders to the RSPU, as follows:</p> <p>a. List of potential beneficiaries s - new applications b. List of potential beneficiaries - re-application (if any) c. List of delisted and replacement beneficiaries for inclusion in the beneficiaries to be validated/re-validated by the RSPU.</p> <p>2.2DSWD FO-RSPU Focal/ Staff shall take the lead in the conduct of the validation of the indigent senior citizen applicants, validating the information provided, using the General Intake Sheet (GIS) to determine the eligibility to the program.</p> <p>2.2.1. Assessment of the beneficiary will be written in the General Intake Sheet (GIS) or the Social Pension Beneficiary Update Form (SPBUF) and shall be the basis for the final list of beneficiaries to be encoded in the Social Pension Information System (SPIS) and endorsed for cross-matching to the DSWD-OPU.</p> <p>2.2.2. The LSWDO shall also submit the list of delisted/replacement SocPen beneficiaries for validation and assessment.</p> <p>Note: <i>Validation and assessment of potential beneficiaries shall be done through an interview during the home visit.</i></p>	1 hour <i>*maximum processing for the conduct of the interviews during validation per applicant.</i>	Emma F. Patalinghug OIC-Division Chief, Protective Services Division OSCA Head/ Representative LSWDO Head/ Representative
III. THE SOCIAL PENSION BENEFICIARY IS NOTIFIED, GOES TO THE PAYOUT VENUE AND RECEIVES HIS/ HER STIPEND			
3. The SocPen beneficiary is notified of his/ her qualification to the program.	<p>3.1 The DSWD FO-RSPU Focal/ Staff shall endorse to the OSCA/LSWD O the approved list of SocPen beneficiaries.</p> <p>The OSCA Head shall then notify the senior citizen None through a written letter and/or other tangible means of communication such as email/ text message, etc. of his/her inclusion as a beneficiary of he program.</p>	None	<i>Division Chief (Social Welfare Officer IV or V) Protective Services Division</i> <i>OSCA Head/ Representative</i> <i>LSWDO Head/ Representative</i>
4. Appear during the payout schedule a. Present the original and/or photocopy copy of his/her OSCA ID or any valid government issued ID/federation ID indicating his/her date of birth.	4.1 The DSWD FO-RSPU Focal/ Staff and/or the LGU shall conduct a brief orientation to the SocPen beneficiaries and/or their authorized representatives on the procedure of the program.	12 hours <i>*maximum processing time a social pension beneficiary undergoes in a payout as it depends on the number of SocPen beneficiaries present at the payout to receive his/her stipend.</i>	<i>Emma F. Patalinghug</i> <i>OIC-Division Chief, Protective Services Division</i> <i>Identified DSWD or LGU SDOs (*positions of assigned SDO shall depend on the FOs and LGUs)</i> <i>BSCA Head/ Representative</i> <i>OSCA Head/ Representative</i> <i>LSWDO Head/ Representative</i>

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IV. HOW TO AVAIL

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
In cases of SocPen beneficiary who cannot personally appear at the payout venue, S/he may designate his/her authorized representative and shall present and submit the original and photocopy of the following requirements: a. Authorized representative's valid government issued ID or any valid certificate such as birth certificate, etc. b. SocPen beneficiary's OSCA ID or any validgovernment issued ID. c. Authorization/ certification letter from the beneficiary indicating the name of the authorized representative and the reason/s of inability to personally claim his/her stipend at the time of the payout.	4.1.1 The DSWD FO SDOs/ None LGU SDOs shall ensure the completeness and authenticity of the presented requirements by the SocPen beneficiary before releasing the stipend.	<i>** Please note that the payout for one barangay is a whole-day activity and may take up to 5 days for the whole LGU.</i>	
IV. FILLING OUT OF THE CLIENT SATISFACTION MEASUREMENT FORM			
5. The SocPen beneficiary or his/her authorized representative shall accomplish the Client Satisfaction Measurement Form (CSMF) to rate the services provided by the DSWD. The accomplished CSMF shall be submitted to the DSWD FO-RSPU Focal/Staff.	5.1 The DSWD FO-RSPU Focal/Staff to assist the SocPen beneficiary or his/her authorized representative in the accomplishment of the CSMF. None 5.1.1 The DSWD FO-RSPU Focal/Staff shall ensure confidentiality and proper consolidation of the CSMF for subsequent submission to the CART Secretariat as MOVs.	5 minutes	<i>Division Chief (Social Welfare Officer IV or V)</i> Protective Services Division
	TOTAL: None	13 hours and 40 minutes for the total processing time a SocPen Beneficiary and/or his/her authorized representative undergoes from application, validation, notification, payout, and accomplishment of CSMF regardless of where s/he applies. *Processing time depends on the number of beneficiaries per Barangay, per LGU, and the output capability of SDOs.	

NOTE: This Citizens’ Charter (CC) is limited to the DSWD processes involving the client - the indigent senior citizen applicant and the SocPen beneficiaries. The CC shall cover the following procedures, as follows: (1) application and presentation of documents of the indigent senior citizen, (2) participation of the indigent senior citizen in the validation and assessment, (3) notification and attendance of the SocPen beneficiary to the cash payout through the DSWD or LGUs under TOF, (4) Filling out of the CSMF of the SocPen Beneficiaries or his/her authorized representative.

Other DSWD processes not directly involving the client shall be separated and included in the program's Standard Operating Procedures. The processing of eligibility and release of cash advances of the social pension payment is a separate process being done by the DSWD Field Office in coordination with the concerned LGUs.

The SPISC is currently implementing two modes of payments, (a) Cash Payment through identified SDOs and (2) Transfer of funds to LGUs, hence, there may be differences in the turnaround/processing time. The SocPen Team needs staff augmentation from other programs/units for the conduct of simultaneous pay-outs

Considering the huge number of beneficiaries per region. It is further noted that the program has no plantilla personnel, hence the pay out depends on the number of SDOs of other programs/units who are available to handle the social pension cash advances.

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 – SOCIAL PENSION PROGRAM

II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY – FRIDAY (8:00 AM – 5:00 PM)

III. WHO MAY AVAIL OF THE SERVICE

All Filipino citizens who reached the age of 100 years old

G2C – GOVERNMENT TO CITIZEN

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Living Centenarians: <i>(One original or one certified true copy)</i>	
Birth certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Philippine Passport	Department of Foreign Affairs (DFA)
Identification cards	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); Philippine Identification System; Philhealth MDR
Marriage Certificate Birth Certificates of children Affidavit executed by at least two (2) disinterested persons Old School or Employment records	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR) Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR) Lawyer (either public or private) School or Employment agency
Baptismal and/or Confirmation records	Parish church and other religious denomination
Medical and/or Dental examination	Government / private doctors or dentist
Other related documents	National Commission on Muslim Filipinos (NCMF) / National Commission on Indigenous People (NCIP); AFPSLAI, AMWSLAI, Veterans
For Deceased Centenarians: <i>(One original or one certified true copy)</i>	
Death certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Identification card of the nearest surviving relative	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); Philippine Identification System; Philhealth MDR
Proof of Relationship <ul style="list-style-type: none">Certificate of live birth of the nearest surviving relative<ul style="list-style-type: none">Marriage CertificateBaptismal	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR) Parish church and other religious denomination
Affidavit of Adjudication and/or Special Power of Attorney	Lawyer (either public or private)
Warranty and Release from Liability	DSWD Field Offices
<i>*Documents stated in the living centenarians, shall also be required to be submitted by the nearest surviving relative of the deceased centenarians that will prove the deceased centenarians' age eligibility at the time RA 10868 took effect if any</i>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Centenarian and/or nearest surviving applicant submit the one (1) original or one (1) certified true copy of the necessary documentary requirements to the Office for Senior Citizens Affairs (OSCA)	1.1. The DSWD FO shall receive the masterlist of potential Centenarians through the following: a. Submitted consolidated list from the Local Government Units through the OSCA b. b. Endorsement from legislators; Office of the President, among others; c. Walk-in clients 1.2. The DSWD FO shall conduct desk or home validation to the identified potential centenarians and/or nearest surviving relative If assessed as eligible , the DSWD FO shall send a letter duly signed by the DSWD Regional Director citing the eligibility of the applicant. The LGU shall then inform the centenarian and/or nearest surviving relative applicant. If the documents submitted are incomplete and/or with discrepancy , the DSWD FO shall inform and request the LGU to provide technical assistance to the centenarian and/or nearest surviving relative applicants to comply with the additional requirements and/or reconcile the documents with discrepancies.	None None	1 working day Desk Validation 3 working days Home Validation 15 working days 5 days	Emma F. Patalinghug OIC-Division Chief, Protective Services Division

Provision of Centenarian Gifts to Centenarians

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Centenarian and/or nearest surviving relative receive the centenarian Benefit	2.1. The DSWD FO shall facilitate the preparation of documents such as disbursement voucher, obligation request, payroll, etc. corresponding to the number of eligible centenarians to be awarded.	None	5 working days	Emma F. Patalinghug OIC-Division Chief, Protective Services Division
	2.2. The DSWD FO shall prepare a notification letter to	None	3 working days	

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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