

12. PROCEDURE FOR SOCIAL PENSION PROVISION TO INDIGENT SENIOR CITIZENS

In line with the amendment of the Memorandum Circular No. 16 series of 2021 re “*Omnibus Guidelines in the Implementation of Social Pension for Indigent Senior Citizens Program*”, accentuated the delivery of stipend to Social Pension beneficiaries shall be in a quarterly basis (January-March; April-June; July-September; October-December) through but not limited to direct release of stipend. Thus, Special Disbursing Officers together with the paymasters are conducting on-site direct release of stipend to the beneficiaries. This mode of payment is usually conducted in a plaza-type or clustering dependent on the need per municipality. The On-Site Direct Release of Stipend to the beneficiaries of the DSWD Field Office Caraga is conducted only in the designated venue of pay-out. Thus, no release of stipend is conducted within the vicinity of the said office to avoid further financial cost and other possible risk that the claimant may encounter. DSWD Field Offices through Social Pension Program Office receives consolidated list submission of application from the LSWDO and conducts assessment/validation to potential beneficiaries.

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| Office or Division: | Protective Services Division |
| Classification: | Highly Technical |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Senior Citizens and/or Authorized Representative/s |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| Walk-In Applicant/S Or Authorized Representative/S | |
| Fully accomplished Social Pension Application Form (1 original per applicant) | Local Social Welfare and Development Office (LSWDO) – LGU Focal Person for Social Pension Office of the Senior Citizens Affairs (OSCA) – OSCA Head Department of Social Welfare and Development – Field Office Caraga (DSWD-FO Caraga) – Social Pension Program Management Office (SPPMO) |
| OSCA ID or any valid government-issued ID (1 original and 1 photocopy per applicant) | OSCA, Pag-IBIG, LTO, BIR, PhilHealth, Comelec |
| Any of the following documents as proof of birth date (1 photocopy and 1 original per applicant): <ul style="list-style-type: none"> o Certificate of Birth; o Certificate of Marriage; o Certificate of Baptism; o PhilHealth’s Member Data Record (MDR); or o Certificate of Birth of the Eldest Child.) | Local Government Unit (LGU) – Local Civil Registrar Philippine Statistics Authority |
| Certificate of Residency (1 photocopy or 1 original per applicant) | LGU – Barangay Local Government Unit (BLGU) |
| 2 copies of 1x1 or 2x2 recent I.D. picture (per applicant) | Person applying for the program |
| LGU Endorsement | |
| Transmittal Letter (2 original) | Person transmitting the documents |
| Summary of Endorsed Applicants (hard copy and soft copy) | Person transmitting the documents |

| Fully accomplished Social Pension Application Form (1 original per applicant) | Local Social Welfare and Development Office (LSWDO) – LGU Focal Person for Social Pension Office of the Senior Citizens Affairs (OSCA) – OSCA Head Department of Social Welfare and Development – Field Office Caraga (DSWD-FO Caraga) – Social Pension Program Management Office (SPPMO) | | | |
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| OSCA ID or any valid government-issued ID (1 photocopy per applicant) | OSCA, Pag-IBIG, LTO, BIR, PhilHealth, Comelec, DSWD, LGU / BLGU | | | |
| Any of the following documents as proof of birth date (1 photocopy per applicant): <ul style="list-style-type: none">o Certificate of Birth;o Certificate of Marriage;o Certificate of Baptism;o PhilHealth’s Member Data Record (MDR); or Certificate of Birth of the Eldest Child) | Local Government Unit (LGU) – Local Civil Registrar Philippine Statistics Authority | | | |
| Certificate of Residency (1 photocopy per applicant) | LGU – Barangay Local Government Unit (BLGU) | | | |
| 2 copies of 1x1 or 2x2 recent I.D. picture (per applicant) | Person applying for the program | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| DSWD FO RSPU receives the consolidated list from the LSWDO and conducts assessment/ validation to potential beneficiaries | <p>1. The DSWD Field Office – Regional Social Pension Unit (RSPU) receives the certified consolidated list of indigent senior citizen applicants submitted by the LSWDO / walk-in applicants/ referrals from different stakeholders to the Field Offices.</p> <p>1.1 DSWD FO RSPU schedules the validation / assessment and shall inform the LGU (OSCA and LSWDO)</p> <p>DSWD FO RSPU conducts the validation using General Intake Sheet (GIS) (Annex 2) and/or Social Pension Beneficiary Update Form.</p> | None | Within 7-14 working days from the receipt of the certified list | <p>OSCA/ LSWDO of Cities and Municipalities</p> <p>Agusan del Norte: Gina P. Cabrera PDO-I</p> <p>Agusan del Sur: Alma Almaden- PDO I Jayson Pasok- SWO I</p> <p>Surigaon del Sur: Marilou G. Tan- PDO I Renz Anthon Curada-PDO I</p> <p>Surigao del Norte</p> |

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| | <p>1.1 (SPBUF) based on the certified list of potential beneficiaries submitted by the OSCA/LSWDO.</p> <p>1.2 Submission of delisted, replacement, for validation and for inclusion should be quarterly in coordination with LGUs by DSWD FO RSPU.</p> | | | <p>Eulorina Asi-PDO I Donna Rosales-PDO I</p> <p>Province of Dinagat Islands: Phoebe Kate Nakila- PDO I</p> |
| <p>2. DSWD FO RSPU encodes the final list of beneficiaries in the Social Pension Information System (SPIS)</p> | <p>2. DSWD FO RSPU encodes the validated list of potential beneficiaries in the SPIS by data entry and for uploading to the DSWD Central Office – Social Pension Unit for crossmatching.</p> <p>The data from SPIS will determine if the applicant is eligible or not. (Yes/No)</p> <p>2.1. If Yes: Generation of Certification of Eligibility duly approved by RD</p> <p>2.2. If No: DSWD FO RSPU to provide data/results through Official letter to LGUs for other government and private agencies and with regular income) subject for replacement.</p> <p>2.2.2. LSWDO will identify the replacement as per approved and qualified waitlisted beneficiaries.</p> | None | Within 7-14 working days | <p>Raven Dave Licayan Encoder</p> <p>Payroll-in-Charge: Keziah Dawn Amilao Cherry Mae T. Borja Zoniel Inocencio Nicole Kris Baño AAide IV</p> |

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| | <p>2.2.3. BSCA, OSCA, LSWDO and DSWD FO RSPU staff conduct door-to-door validation using the SPBUF as the basis for assessment/revalidation/grievance.</p> <p>2.2.1. Delisted beneficiaries (double entry, deceased, able family, receiving pension from</p> <p>3. DSWD FO RSPU encodes/ uploads the consolidated validated list submitted to the DSWD CO Social Pension Unit for data cleansing and eligibility test.</p> <p>DSWD CO SOCIAL PENSION UNIT performs data eligibility test and endorsed final list to DSWD FO RSPU</p> <p>4. DSWD CO Social Pension Unit performs and runs eligibility tests to the received validated lists of beneficiaries</p> <p>4.1 DSWD CO Social Pension Unit endorse generated clean and error list to the DSWD FO RSPU.</p> <p>5. DSWD FO RSPU endorses the approved validated list of beneficiaries to the City/Municipal Mayor through the OSCA Head and LSWDO.</p> <p>5.1 Per coordination of the DSWD FO RSPU, OSCA/LSWD</p> | | <p>Within 7-14 days</p> <p>Within 20 working days</p> <p><i>*turnaround time includes the receipt from FO until the endorsement to FOs of the clean and error list.</i></p> <p>Within 7-14 working days</p> | <p>DSWD Field Office – RSPU</p> <p>Kevin O. Bagaipo ITO I</p> <p>Nicole Kris Baño AAide IV</p> <p>OSCA/ LSWDO of Cities and Municipalities</p> |
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| | <p>O notifies the qualified senior citizens thru a written notification of their inclusion as beneficiary of the Social Pension Program.</p> <p>Qualified Indigent Senior Citizen notified and received qualification to the program</p> <p>6. Qualified Indigent Senior Citizen receives written letter from the OSCA/LSWDO on his/her inclusion as beneficiary of the program.</p> | | N/A | OSCA/LSWDO of Cities and Municipalities |
| 2 ND PHASE – FACILITATION OF CASH ADVANCE FOR THE CONDUCT OF SOCIAL PENSION PAYOUT THROUGH SPECIAL DISBURSING OFFICERS (SDOs) | | | | |
| | <p>DSWD FO facilitates the cash advance</p> <p>1. DSWD FO - Finance Unit facilitates the cash advance of the stipend based on the approved list of beneficiaries and corresponding amount for each payroll.</p> <p>2. DSWD FO – Finance Unit identified Special Disbursing Officer (SDOs) encash the cash advance of the stipend based on the corresponding number of Social Pension beneficiaries (FO)</p> | | <p>Within 7-10 working days before informing the LGUs on the conduct of pay-out.</p> <p>Within 1-3 working days before the conduct of pay-out.</p> | <p>Josephine C. Ruta AA III</p> <p>Josephine C. Ruta AA III</p> |
| | DSWD FO RSPU informs the | | | |

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| | <p>OSCA/LSWDO on the schedule of payout</p> <p>3. DSWD FO RSPU informs the City/Municipal Mayor through the OSCA Head and LSWDO of the schedule of payout</p> <p>3.1 Per coordination with the DSWD FO RSPU, OSCA/LSWDO informs the Social Pension Beneficiaries of the date and venue of the payout.</p> <p>3.2 LSWDO acknowledges the payroll and number of beneficiaries and confirm the schedule on the conduct of payout.</p> | | <p>Within 5 working days before the pay-out</p> | <p>Nicole Kris Baño AAide IV (Through letter)</p> <p>OSCA/ LSWDO of Cities and Municipalities</p> <p>OSCA/ LSWDO of Cities and Municipalities</p> |
| 3RD PHASE – CONDUCT OF THE SOCIAL PENSION PAYOUT | | | | |
| <p>Qualified Indigent Senior Citizens received their social pension stipend on the scheduled payout</p> | <p>3. The DSWD RSPU Social Pension Focal Person shall conduct exit conferences for both schemes with LCE and LSWDO to discuss what transpired during the payout and reach an agreement to improve delivery of service to the FOs beneficiaries and the LGUs constituents.</p> | | <p>Exit Conference - after each payout</p> <p>Conduct of Pay-out - Within 15 days upon release of the cash advance to the SDOs following the AO No. 13 Guidelines on Cash Advance.</p> <p><i>*turnaround time depending on the number of beneficiaries per Barangay, per LGU and output capability of SDOs.</i></p> | <p>Paymasters DSWD Field Office - RSPU</p> |
| TOTAL | | | <p><i>Within 15 days processing time upon release of the cash advance from SDOs</i></p> | |

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| | | | <i>*processing time depending on the number of beneficiaries per Barangay, per LGU and output capability of SDOs.</i> | |
| 4TH PHASE – REPORTING AND LIQUIDATION | | | | |
| | <p>Preparation of DSWD FO RSPU report to LGU</p> <p>4. DSWD FO RSPU provides the LGU the data on the paid and unpaid beneficiaries including the deceased for their reference and action for possible replacement.</p> <p>4.1. DSWD FO RSPU to prepare status of recommendation for replacement as validated in the waitlist.</p> | | <p>Within 1-7 working days after the conduct of the payout.</p> | <p>Payroll-in-Charge: Keziah Dawn Amilao Cherry Mae T. Borja Zoniel Inocencio</p> |
| | <p>DSWD FO RSPU to prepare the liquidation report</p> <p>DSWD FO Identified SDOs to prepare the liquidation report on the recently concluded Social Pension Pay-out in support of DSWD RSPU for the accomplishment of supporting documents</p> | | <p>Within 7-14 working days after conduct of pay-out following the Guidelines on Cash Advance / AO No. 13.</p> | <p>Josephine C. Ruta AA III</p> |
| TOTAL PROCESSING TIME | | | <i>Within 8-21 days processing time</i> | |

VI. FEEDBACK AND COMPLAINTS

| FEEDBACK AND COMPLAINTS MECHANISM | |
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| How to send feedback? | <p>Write your feedback on the services provided through the Client’s Satisfactory Survey Form to be provided by our SPPMO staff. A space below is provided for you to write further comments. Return the fully accomplished Client’s Satisfactory Survey Form to the SPPMO staff for consolidation of feedback.</p> <p>You may also provide feedback through our SPPMO Hotline with numbers – 09094522711 / 09061211859 or e-mail at us focrg.socialpension@gmail.com.</p> |

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| How feedback is processed? | <p>Every 5th day of the month, Administrative Officer III consolidates all Client's Satisfactory Survey Forms within the Social Pension Program Management Office (SPPMO) and results are reviewed by SPPMO Focal Person. Approved monthly consolidation is submitted to the Protective Services Division and to be forwarded to the Human Resource and Management Development Division Chief for further review and consolidation in the regional level.</p> <p>Feedback requiring responses are communicated to concerned offices for appropriate action. Responses are relayed to the citizen three (3) working days after the receipt of the feedback.</p> |
| How to file complaints? | <p>Citizen with complaints relative to Social Pension for Indigent Senior Citizens Program may file their respective complaints directly to the Social Pension Program Management Office of DSWD Field Office Caraga. They may also file complaint/s through the Office of Senior Citizens Affairs / Local Social Welfare and Development Office for escalation of concern to the abovementioned program using the Grievance / Complaint Form.</p> <p>Complaints can also be filed via SPPMO Hotline (09094522711 / 09061211859) or e-mail (focrg.socialpension@gmail.com) with the following information:</p> <ul style="list-style-type: none"> ▪ Name of Complainant ▪ Address ▪ Name of Person/Entity being complained ▪ Issue/Concern ▪ Evidence |
| How complaints are processed? | <p>Complaints received by respective offices are escalated to the SPPMO Grievance Officer for verification and veracity of complaint for at least 72 hours upon receipt of the complaint.</p> <p>Grievance Officer shall send report to the SPPMO Focal Person for appropriate action.</p> |
| Contact Information | <p>For Social Pension Program concerns, you may contact: SPPMO Hotline - 09094522711 SPPMO e-mail address – focrg.socialpension@gmail.com</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p> |