



## CITIZENS CHARTER

OTHERWISE KNOWN AS

### "ANTI-RED TAPE ACT OF 2007"

REPUBLIC ACT NO. 9485



AN ACT TO IMPROVE EFFICIENCY IN THE DELIVERY OF GOVERNMENT SERVICE TO THE PUBLIC REDUCING BUREAUCRATIC RED TAPE, PREVENTING GRAFT AND CORRUPTION, AND PROVIDING PENALTIES THEREFORE.

## OFFICE ON SOCIAL WELFARE & DEVELOPMENT OFFICE

### FRONTLINE SERVICE : AID TO INDIVIDUAL IN CRISIS SITUATION (AICS)

CLIENT	STEPS / PROCESS PROVIDER	DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
1. Applies for assistance and requirement inquiries	Interviews and reviews documents	1. Barangay Clearance 2. Certificate of Indigency 3. Valid ID (Voter's ID w/voter's slip) 4. Community Tax Certificate 5. Personal Letter/Authorization 6. Referral from Mayor <i>Additional documents:</i> for Medical Assistance: - Medical Certificate - Doctor's Prescription if the client is asking for medicine or Hospital Bills if the client is asking for assistance for the payment of hospital bills. for Education Assistance: - Registration Form - Certificate of Grade - Statement of Account - Birth Certificate for Burial Assistance: - Death Certificate - Funeral Contract	NONE	5 mins.	Charlito C. Escultor Yolinda P. Bumatayo Emerlita R. Manuel Angelo B. Sipat	AICS Office Ground Floor, Lingkod Bayan Bldg. Poblacion, Rosario, Cavite
2. Fills-up intake sheet form	Reviews filled-up family intake sheet	Fully accomplished family intake form	NONE	5 to 10 mins.	Charlito C. Escultor Yolinda P. Bumatayo Emerlita R. Manuel Angelo B. Sipat	AICS Office Ground Flr, Lingkod Bayan Bldg. Poblacion, Rosario, Cavite
	Interviews and prepares Social Case Study Report	Accomplished Social Case Study Report Form and complete requirements		15 mins.	Charlito C. Escultor Yolinda P. Bumatayo Emerlita R. Manuel Angelo B. Sipat	
3. Receives the documents and proceed to the Office of the Mun. Administrator and/or Office of the Mun. Mayor for approval	Social Worker Assessment, Evaluation & Recommendation, Reviews and signs Social Case Study and documents presented and advices client to proceed to the Office of the Municipal Mayor	Accomplished Social Case Study Report Form and complete requirements	NONE	5 mins.	Melinda T. Garcia <i>MWSDO</i>	MSWD Office Ground Flr, Lingkod Bayan Bldg. Poblacion, Rosario, Cavite
	Reviews, approves and signs SCSR	Signed Social Case Study Report Form and complete requirements	NONE	5 mins.	Joanne Michelle B. Gonzales <i>Municipal Administrator</i>  Atty. Jose M. Ricafrente Jr. <i>Municipal Mayor</i>	Office of the Mun. Administrator  Office of the Mun. Mayor Rosario Town Plaza, Poblacion, Rosario, Cavite

**FRONTLINE SERVICE : PROVISION FOR THE ISSUANCE OF SENIOR CITIZEN ID**

STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					
1. Inquires for the issuance of Senior Citizens ID	Provides requirements	Birth Certificate Barangay Clearance Cedula Application form Endorsement Letter from Brgy. OSCA President Voter's Certification 2 pcs. ID picture	NONE	3 mins.	Marco L. Bautista	AICS Office Ground Floor, Lingkod Bayan Bldg. Poblacion, Rosario, Cavite
2. Submits requirements	Reviews documents presented		NONE	5 mins.	Marco L. Bautista	
3. Receives ID	Prepares and issues ID		NONE	2 mins.	Marco L. Bautista	