



CITY GOVERNMENT OF EL SALVADOR

CITIZEN'S CHARTER

2019 (1st Edition)



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I. Mandate:

The City Social Welfare and Development office is mandated to serve the vulnerable and disadvantage individuals and communities with high respect regardless of their status.

II. Vision:

The City of El Salvador is envisioned to have a society where the poor, vulnerable and disadvantaged individuals, families and communities are empowered through a well-balanced agriculture and urban development by professionalizing the delivery of basic socio-economic services and infrastructure for an improved quality of life and for people's total human development.

III. Mission:

To provide social protection and promote the rights and welfare of the poor, vulnerable and disadvantaged individuals, families and communities.

To provide social development programs and socio-economic services, facilities and improved infrastructure towards poverty alleviation and empowerment.

In coordination with other Government, NGOs, people's organization and other members of the civil society through a responsive administrative machinery.

IV: Service Pledge:

The City Social Welfare and Development office is committed to serve and deliver services in line with our vision and mission. We commit to provide dedicated man power with Good Moral Values



LIST OF SERVICES

External Services

- Service A – Referrals
- Service B – Supplemental Feeding
- Service C – Food Assistance
- Service C – Social Pension

Internal Services

- Service A – Cash Assistance
- Service B – Social Pension
- Service C – Supplemental feeding
- Service D – Medical Assistance & Burial Assistance for families in Crisis Situation
- Service E – Court related cases
- Service F – Food Assistance
- Service G – Aide
- Service H – Recreational Activity
- Service I – Livelihood Assistance
- Service J – Physical Rehabilitation
- Service K – Issuance of Certificates
- Service L – Issuance of ID for the PWD and Senior Citizen
- Service M – Educational assistance

Regional/Field Office

External Services

Service A

Internal Services

Service A

Provincial Office

External Services

Service A

Internal Services

Service A



Service Office

Service Category

EXTERNAL SERVICES:

Service A – Referrals

- For cash assistance to Regional Office

Service B – Supplemental Feeding

- Early Childhood Care and Development Children funded by DSWD Region – X

Service C – Food Assistance

- For Families in crisis situation (funded by NGO and other National Agencies)

Service C – Social Pension

- Social pension for Senior Citizens funded by DSWD Region - X

INTERNAL SERVICES:

Service A – Emergency Cash Assistance, Medical Assistance and Burial Assistance for families in crisis Situation.

Service B – Social Pension

- For Senior Citizens and funded by Local Government Unit of El Salvador
- Persons with Disability funded by Local Government Unit of El Salvador

Service C – Supplemental feeding

- For Senior Citizens
- For Person and Children with disability funded by Local Government Unit of El Salvador
- For Early Childhood Care and Development Children funded by LGU El Salvador City



Service D – Medical Assistance

Service E – Court related cases

- For Children in Conflict with the Law (CICL)
- For adoption cases
- VAW-C cases
- And other related law cases

Service F – Food Assistance

- For families in crisis situation

Service G – Aide

- For Solo parent children (educational assistance)

Service H – – Recreational Activity

- for Early Childhood Care and Development and
- Pag-Asa Youth Association of the Philippines

Service I– Livelihood Assistance

- For Women Association
- Cooperative and
- Other organization

Service J – Physical Rehabilitation

Service K – Issuance of Certificate

Service I – Issuance of ID

- For Person and children with disabilities
- Solo Parent and
- Senior Citizens

Service M – Educational assistance for the Youth

Service N – Issuance of ID for the PWD and Senior Citizen



1. ISSUANCE OF SOCIAL CASE STUDY/CASE SUMMARY/SOCIAL WELFARE INTAKE (Referral)

Description of the Service: This Documents is granted to client/person in crisis situation to avail of assistance from government and Non-government agencies.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	PERSON IN CRISIS SITUATION			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Secure any of the following as needed:				
> Barangay Certificate of Indigency		Barangay Hall		
> Death certificate		City Civil Registrar/MCR		
> Medical abstract, Hospital final bill, doctor's prescription		CHO/Attending Physician/Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will request CSWD personnel for social case study/ case summary	1.1 interview the client for social case study/ case summary	None	5-15 minutes	Lilibeth Bailado, RSW SWO-I Hera Mae Batutay, RSW SWA Frecyll Tanoy, RSW, SWO-I Nico Jose Fernandez, RSW, SWO-I Romulo Teoppe YDW Under the direct supervision of LiLibeth T. Bailado, RSW
2. Client receives social case study and affixes signature on the logbook to acknowledge receipt	Record on logbook for clients signature and release the documents needed	None	5 minutes	Jonjerry Obsioma PDO under the direct supervision of name of Nico Jose Fernandez, RSW Romulo Teoppe Under the direct supervision of LiLibeth T. Bailado, RSW



2. ISSUANCE OF CERTIFICATE OF INDIGENCY

Description of the service: **This documents is issued to client/person in crisis situation to avail assistance from other government and Non-government agencies.**

Office or Division:		CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE		
Classification:		SIMPLE		
Type of Transaction:		G2C		
Who may avail:		PERSON IN CRISIS SITUATION		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
> Barangay Certificate of Indigency		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client request and submit documents for Certificate of Indigency	1.1 Interview the client and prepare Certificate of Indigency	None	5 minutes	Charmaign Irish Labadan YDA Arjay Jaudian YDA Romulo Teoppe YDW Under the direct supervision of LiLibeth T. Bailado, RSW Jonjerry Obsioma PDO under the direct supervision of name of Nico Jose Fernandez, RSW
	1.2 For CSWD Officer signature	None	2-5 minutes	Kristine Firmalino, RSW OIC-CSWDO C.
2. Client receives social case study and affixes signature on the logbook to acknowledge receipt	Record on logbook for clients signature and release the documents needed	None	2-5 minutes	Charmaign Irish Labadan YDA Arjay Jaudian YDA Romulo Teoppe YDW Under the direct supervision of LiLibeth T. Bailado, RSW Jonjerry Obsioma PDO under the direct supervision of name of Nico Jose Fernandez, RSW



3. CASH ASSISTANCE FOR FIRE VICTIM

Description of the service: This cash assistance is granted to victim of fire (Burnt House/property)

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL VICTIMS OF FIRE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> > Barangay Certificate of Indigency > Bureau of Fire Report > CDRRMO Certificate of validity as victim > Picture of the Burnt House/Property > Social Case Study report/Case Summary and Certificate of Indigency 		<ul style="list-style-type: none"> Barangay Hall Bureau of Fire Protection Client/CSWD/CDRMO CSWD Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will submit the necessary documents	1.1 Verify all documents submitted as to completeness and validity and prepare social case study/ case summary and Certificate of Indigency	None	5-15 minutes	Nico Jose Fernandez, RSW SWO-I Lilibeth Bailado, RSW SWO-I Hera Mae Batutay, RSW SWA Frecyll Tanoy, RSW, SWO-I Romulo Teoppe YDW Under the direct supervision of LiLibeth T. Bailado, RSW Jonjerry Obsioma PDO under the direct supervision of name of Nico Jose Fernandez, RSW
2.	2.1 For CSWD Officer signature	None	2-5 minutes	Kristine C. Firmalino, RSW CSWDO
3. Client receives social case study/case summary and affixes signature on the logbook to acknowledge receipt	Record on logbook for clients signature and release the documents needed	None	5 minutes	Jonjerry Obsioma PDO under the direct supervision of name of Nico Jose Fernandez, RSW Romulo Teoppe Under the direct supervision of LiLibeth T. Bailado, RSW



4. CASH ASSISTANCE FOR MEDICAL, BURIAL AND BALIK PROBINSIYA PROGRAM

Description of the service: This cash assistance is granted to client/person in crisis situation to avail financial assistance.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	PERSON IN CRISIS SITUATION			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> > Barangay Certificate of Indigency > Social Case Study report/Case Summary and Certificate of Indigency > Medical Certificate, hospital bill, doctor's prescription for medical assistance > Death Certificate for burial assistance 		<ul style="list-style-type: none"> Barangay Hall CSWD Office Private or public hospitals/clinic Attending physician City Civil Registrar (CCR) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit necessary documents	1.1 Verify all documents submitted as to completeness and validity and prepare social case study/ case summary and Certificate of Indigency	None	5-15 minutes	Nico Jose Fernandez, RSW SWO-I Lilibeth Bailado, RSW SWO-I Hera Mae Batutay, RSW SWA Frecyll Tanoy, RSW, SWO-I Romulo Teoppe YDW Under the direct supervision of LiLibeth T. Bailado, RSW Jonjerry Obsioma PDO under the direct supervision of name of Nico Jose Fernandez, RSW
2.	2.1 For CSWD Officer signature	None	2-5 minutes	Kristine C. Firmalino, RSW CSWDO
4. Client receives social case study/case summary and affixes signature on the logbook to acknowledge	Record on logbook for clients signature and release the documents needed	None	5 minutes	Jonjerry Obsioma PDO under the direct supervision of name of Nico Jose Fernandez, RSW Romulo Teoppe



receipt				Under the direct supervision of LiLibeth T. Bailado, RSW
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5. TECHNICAL ASSISTANCE TO VICTIM OF VIOLENCE AGAINST WOMEN AND CHILDREN (RA 9262)

Description of the service: This assistance is granted to women and children in crisis situation experiencing abused.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	WOMEN AND CHILDREN IN CRISIS SITUATION			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
> Endorsement from Barangay VAWC desk officer		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Barangay VAWC desk officer with the victim report the case	1.1 Interview and intake data, counsel the client	None	1 hr	Kristine C. Firmalino, RSW CSWDO Lilibeth Bailado, RSW SWO-I Nico Jose Fernandez, RSW, SWO-I
	Refer to other appropriate agencies for other support services when necessary	None	20 minutes	Lilibeth Bailado, RSW SWO-I Nico Jose Fernandez, RSW, SWO-I



6. ASSISTANCE FOR SPECIAL PROTECTION OF CHILDREN AGAINST CHILD ABUSE (RA 7610)

Description of the service: This assistance is granted to children experiencing child abused

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	ABUSED CHILDREN (BELOW 18 YEARS OLD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> > endorsement from Barangay >Police Blotter for case filing >Medical Certificate for case filing >Social Case Study report for case filing 		Barangay Hall PNP Government Hospital CSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. BCPC with child victim and his/her family report to CSWD Office	1.1 Interview and intake data, counsel the client	None	2 hrs	Lilibeth Bailado, RSW SWO-I
	1.2 Refer to other appropriate agencies for other support services when necessary	None	1 hr	Nico Jose Fernandez, RSW, SWO-I



7. ASSISTANCE TO CHILDREN IN CONFLICT WITH THE LAW (RA 9344)

Description of the service: This assistance is granted to Children in Conflict with the Law who committed a crime.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	MINOR IN CONFLICT WITH THE LAW			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> > Endorsement or referral letter from Barangay > Endorsement or referral letter from PNP > BIRTH CERTIFICATE OF MINOR 		Barangay Hall PNP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. receives the letter or endorsement and the minor	1.1. conduct intake/ interview and assess whether minor acted with discernment.	None	4 hrs	Nico Jose Fernandez, RSW, SWO-I
	1.2 Conduct Collateral Interview of the community, Realatives and family of the minor relevant to assessing minor's living condition and possible identification minor's resource.	None	24 hrs	Nico Jose Fernandez, RSW, SWO-I
	1.3 A. Prepare referral letter with case study report for community-based intervention if case committed is below 6 years imposible penalty/ if minor is 15 years old below / if above 15 but not over 18 and has acted without	None	4 hrs	Nico Jose Fernandez, RSW, SWO-I Nico Jose Fernandez, RSW, SWO-I

	<p>discernment.</p> <p>1.3 B. If Minor is above 15 but below 18 and acted with discernment/ imposable penalty is above 6 years/ minor's safety is in grave danger/ Minor commits same offense of oftener and is considered a recidivist; a comprehensive case study report shall be made together with a referral letter for possible referral of minor in a Youth Shelter Facility/Bahay Pag-Asa</p> <p>1.4 In the absence of parent and guardian the handling social worker prepare documents for admission or refer to appropriate agencies for other support services</p> <p>1.5 Prepare other documents if necessary to present in court.</p>	None	24 hrs	Nico Jose Fernandez, RSW, SWO-I
		None	Not specified	NICO JOSE B. FERNANDEZ SWO-1



8. LIVELIHOOD ASSISTANCE

Description of the service: This assistance is for qualified beneficiaries who wants to avail start-up capital (loan or grants) for their proposed or existing business project.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	Association and individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> > Project Proposal/training design > SEC Registration > List of Officers and Members > Latest Minutes of meeting > BIR registration and Receipt > Bank Account > Audited Financial Statement if operational > Individual intake form for profiling > SP accreditation 		<ul style="list-style-type: none"> > Peoples association > SEC office > Peoples association > Peoples association > BIR Office > Any bank > Peoples association > CSWD > SP Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Peoples association representative or qualified individual visit CSWD office for inquiry and or submission of documents to avail livelihood assistance	1.1 CSWD personnel received documents of the peoples association and interview	None	30 minutes	Rose M. Canton, Livelihood Assistance Program In-charge/ Jonjerry Obsioma PDO under the direct supervision of name of Rose M. Canton
	1.2 Endorse Peoples organization to the Sanguniang Panlungsod for accreditation	None	3 readings	Kristine C. Fimalino, OIC-CSWD
	1.3 Prepare MOA between LGU and	None	1 day	Rose M. Canton, Livelihood Assistance Program In-charge/ Jonjerry Obsioma



	peoples organization approved	None	1 day	PDO under the direct supervision of name of Rose M. Canton
	1.4 Prepare and process OBR after the completion of documents	None	2hrs	Kristine C. Firmalino, CSWD

9. SKILLS TRAINING

Description of the service: This assistance is granted to marginalized sector of the society who wants to avail of new skills for livelihood.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Association and individual (Must be able to read and write no educational requirement) out of school youth, marginalized women, solo parent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
>PSA Birth certificate		PSA office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Client inquire and willing to attend the training	1.1 Client fill up skills inventory form provided by CSWD Office	None	30 minutes	Charmaign Irish Labadan YDA Arjay Jaudian YDA
2. Client wait for schedule call	2.1 follow-up the tech-voc school for the training schedule	None	1 week	Charmaign Irish Labadan YDA Arjay Jaudian YDA
	2.2 contact client/ participants for the skills training	None	1 day	

10. APPLICATION FOR MEMBERSHIP TO SOLO PARENT



Description of the service: This assistance is granted to qualified Solo parent.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Solo parent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Barangay Certificate certifying her/him as Solo parent ➤ ID picture ➤ Death Certificate for widow or widower ➤ Birth Certificate of dependent children 		Barangay hall Client PSA or CCR CCR		
CLIENT STEPS	AGENCY	FEES	PROCESSING TIME	PERSON RESPONSIBLE

	ACTIONS	TO BE PAID		
1.Submit all documents and fill-up application	1.1 Verify the correctness of application form and validity of documents	None	30 minutes	Herrah Mae Batutay, RSW SWA
	1.2 Applicant will proceed to the accredited photo shop for the solo ID			



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Send your feedback through e-mail cswdelsalvador@gmail.com 2. Call us through landline (088)555-0324
How feedbacks are processed	<ol style="list-style-type: none"> 1. Fill up and Accomplish our Customer Satisfaction Feedback Form available in the office. 2. Put this in the SUGGESTION BOX at the INFORMATION DESK.
How to file a complaint	<ol style="list-style-type: none"> 1. Formal letter addressed to the CSWD Office or Local Chief Executive. 2. Talk to the Officer of the day.
How complaints are processed	<ol style="list-style-type: none"> 1. Written and verbal complaints shall immediately be attended by the Officer of

the day.



Office	Address	Contact Information
City Social Welfare and Development Office	Zone 1, Pobalcion, El Salvador City	(088) 555-0324 e-mail – rcanton38@yahoo.com

