

CITY GOVERNMENT OF EL SALVADOR

CITIZEN’S CHARTER

2020 (1st Edition)



CITY GOVERNMENT OF EL SALVADOR

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

CITIZEN’S CHARTER

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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 if El Salvador is envisioned to have a society where the poor, vulnerable and disadvantaged individuals families and communities are empowered through a 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 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 Gas, 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 manpower 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 l – 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 Document is granted to client/person in crisis situation to avail of assistance from government and non-government agencies.

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| --- | --- | --- | --- | --- |
| **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  > Death certificate  > Medical abstract, Hospital final bill, doctor's prescription | | Barangay Hall  City Civil Registrar/MCR  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 |
| 1. Receive social case study and affix signature on the logbook to acknowledge receipt | Record on logbook for client’s 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 document is issued to client/person in crisis situation to avail assistance from other** government and non-government agencies.

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| **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. Request and submit documents for Certificate of Indigency | * 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 Sign the document | None | 2-5 minutes | Kristine C. Firmalino,RSW  OIC-CSWDO |
| 1. Receive social case study and affix signature on the logbook to acknowledge receipt | Record on logbook for client’s 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 |

1. **CASH ASSISTANCE FOR FIRE VICTIM**

**Description of the service**: This cash assistance is granted to victim of fire or burnt House/property.

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| **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** | | |
| > 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 | | | Barangay Hall  Bureau of Fire Protection  Client/CSWD/CDRMO  CSWD Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit the necessary documents | * 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. Wait | 2.1 Sign the document | | None | 2-5 minutes | Kristine C. Firmalino,RSW  CSWDO |
| 1. Receive social case study/case summary and affix signature on the logbook to acknowledge receipt | Record on logbook for client’s 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 |

1. **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 of financial assistance.

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| **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  > 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 | | 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. 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. Wait | 2.1 Sign the document | None | 2-5 minutes | Kristine C. Firmalino,RSW  CSWDO |
| 1. Client receives social case study/case summary and affix signature on the logbook to acknowledge receipt | Record on logbook for client’s signature and release the documents needed | None | 5 minutes | Jonjerry Obsioma  PDO  under the direct supervision of Nico Jose Fernandez, RSW  Romulo Teoppe  Under the direct supervision of LiLibeth T. Bailado, RSW |



**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 abuse.

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| **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 Violence Against Women and their Children (VAWC) desk officer | | Barangay Hall | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The Barangay VAWC desk officer with the victim report the case | 1.1 Interview and take-in data, counsel the client  Refer to other appropriate agencies for other support services when necessary | None  None | 1 hr  20 minutes | Kristine C. Firmalino,RSW  CSWDO  Lilibeth Bailado, RSW  SWO-I  Nico Jose Fernandez, RSW,  SWO-I  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 abuse.

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| **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** | | |
| > 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 take-in data, counsel the client   * 1. Refer to other appropriate agencies for other support services when necessary | None  None | 2 hrs  1 hr | Lilibeth Bailado, RSW  SWO-I  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.

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| **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** | | |
| > Endorsement or referral letter from Barangay  > Endorsement or referral letter from PNP  > BIRTH CERTIFICATE OF A MINOR | | Barangay Hall  Philippine National Police (PNP) | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Receive the letter or endorsement and the minor | 1.1 Conduct intake/ interview and assess whether minor acted with discernment.  1.2 Conduct Collateral Interview of the community, Relatives and family of the minor relevant to assessing minor’s living condition and possible identification of minor’s resource.   * 1. A. Prepare referral letter with case study report for community-based intervention if case committed is below 6 years imposable penalty/ if minor is 15 years old below / if above 15 but not over 18 and has acted without discernment.   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  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   * 1. Prepare other documents if necessary to present in court. | None  None  None  None  None | 4 hrs  24 hrs  4 hrs  24 hrs  Not specified | Nico Jose Fernandez, RSW,  SWO-I  Nico Jose Fernandez, RSW,  SWO-I  Nico Jose Fernandez, RSW,  SWO-I  Nico Jose Fernandez, RSW,  SWO-I  Nico Jose Fernandez, RSW,  SWO-I  NICO JOSE B. FERNANDEZ  SWO-1 |

1. **LIVELIHOOD ASSISTANCE**

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

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| **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** | | |
| > 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 | | > 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 Receive documents of the peoples association and interview  1.2 Endorse Peoples organization to the Sanguniang Panlungsod for accreditation  1.3 Prepare approved  MOA between LGU and Peoples organization  1.4 Prepare and process OBR after the completion of documents | None  None  None  None  None | 30 minutes  3 readings  1 day  1 day  2hrs | Rose M. Canton, Livelihood Assistance Program In-charge/  Jonjerry Obsioma  PDO  under the direct supervision of name of Rose M. Canton  Kristine C. Firmalino,  OIC-CSWD  Rose M. Canton, Livelihood Assistance Program In-charge/  Jonjerry Obsioma  PDO  under the direct supervision of name of Rose M. Canton  Kristine C. Firmalino,  CSWD |

1. **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.**

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| **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** | | |
| >Philippine Statistics (PSA) Birth certificate | | PSA office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Inquire and have willingness to attend the training | 1.1 Fill out Skills Inventory Form provided by CSWD Office | None | 30 minutes | Charmaign Irish Labadan  YDA  Arjay Jaudian  YDA |
| 2. Wait for scheduled call | 2.1 Follow up the Tech-Voc school for the training schedule  2.2 Contact clients/ participants for the skills training | None  None | 1 week  1 day | Charmaign Irish Labadan  YDA  Arjay Jaudian  YDA |

1. **APPLICATION FOR MEMBERSHIP TO SOLO PARENT**

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

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| **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** | | |
| * 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 ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Submit all documents and fill-out application form  1.2 Proceed to the accredited photo shop for the solo ID | 1.1 Verify the correctness of application form and validity of documents | None | 30 minutes | Herrah Mae Batutay, RSW  SWA |
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| **FEEDBACK AND COMPLAINTS MECHANISM** | |
| How to send feedback | 1. Send your feedback through e-mail cswdelsalvador@gmail.com 2. Call us through landline (088)555-0324 |
| How feedbacks are processed | 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 | 1. Formal letter addressed to the CSWD Office or Local Chief Executive.  2. Talk to the Officer of the day. |
| How complaints are processed | 1. Written and verbal complaints shall immediately be attended by the Officer of the day. |
| Contact Information of CCB | | CSC – Contact Center ng Bayan – 0908-8816-565 |
| PCC | Presidential Complaints Center - 8888 |
| ARTA | Anti-Red Tape Authority – 478-5093 |



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