REPUBLIC OF THE PHILIPPINES
PROVINCE OF BULACAN
LOCAL GOVERNMENT OF CALUMPIT
MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE

CITIZENS CHARTER

2025

1. Aide to Individual in Crisis (AICS)

It is a mechanism of helping distressed individuals/families to cope with crises they face by giving them financial assistance for hospital bill, medicine, laboratory examination, chemotherapy, hemodialysis, burial, transportation and emergency shelter.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transactions:	G2C – Government to Citizen
Who may avail:	Any individual or his/her nearest kin (mother, father, wife, husband, children); Resident; 18 years old and above

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. HOSPITAL BILL - One (1) Original Copy and Two (2) Photocopies of: 1. Cedula/ Senior Citizen's ID/ Persons with Disability ID (Claimant) **2.** Barangay Indigency (including names of both client and claimant and purpose) **3.** Proof of Billing (Unpaid) **4.** Two (2) Government Issued IDs (Claimant)	Barangay (Client's Place of Residency) or Municipal Treasury Office Office of the Senior Citizens Affairs Municipal Social Welfare and Development Office Barangay (Client's Place of Residency) Hospital Bill SSS, GSIS, Comelec,Postal updated date etc.
B. MEDICINE - One (1) Original Copy and Two (2) Photocopies of: 1. Cedula/ Senior Citizen's ID/ Persons with Disability ID (Claimant) 1. Barangay Indigency (including Names of Both Client and Claimant and Purpose) 2. Medical Certificate 4. Doctor's Prescription (with Doctor's Signature and License Number) 3. Two (2) Government Issued IDs (Claimant	Barangay (Client's Place of Residency) or Municipal Treasury Office Office of the Senior Citizens Affairs Municipal Social Welfare and Development Office Barangay (Client's Place of Residency) Hospital Bill SSS, GSIS, Comelec,Postal updated date, etc.

C. LABORATORY EXAMINATION - One (1) O riginal Copy and Two (2) Photocopies of: 1. Cedula/ Senior Citizen's ID/ Persons with Disability ID (Claimant) 2. Barangay Indigency (including Names of Both Client and Claimant and Purpose) 3. Medical Certificate 4. Laboratory Request 5. Two (2) Government Issued IDs (Claimant)	Barangay (Client's Place of Residency) or Municipal Treasury Office Office of the Senior Citizens Affairs Municipal Social Welfare and Development Office Barangay (Client's Place of Residency) Hospital Bill SSS, GSIS, Comelec, Postal updated date, etc.
D. CHEMOTHERAPY/HEMODIALYSIS - One (1) Original Copy and Two (2) Photocopies of: 1. Cedula/ Senior Citizen's ID/ Persons with Disability ID (Claimant) 2. Barangay Indigency (including Names of Both Client and Claimant and Purpose) 3. Medical Certificate 4. Treatment Protocol 5. Two (2) Government Issued IDs (Claimant)	Barangay (Client's Place of Residency) or Municipal Treasury Office Office of the Senior Citizens Affairs Municipal Social Welfare and Development Office Barangay (Client's Place of Residency) Hospital Bill SSS, GSIS, Comelec, Postal updated date, etc.
E. BURIAL (EXCEPT HIMLAYAN) - One (1) Original Copy and Two (2) Photocopies of: 1. Cedula/ Senior Citizen's ID/ Persons with Disability ID (Claimant) 2. Barangay Indigency (including Names of Both Client and Claimant and Purpose) 3. Death Certificate 4. Two (2) Government Issued IDs (Claimant) *Additional Requirement: Proof of Balance in Funeral (when more than 10 days have lapsed from the date of death)	Barangay (Client's Place of Residency) or Municipal Treasury Office Office of the Senior Citizens Affairs Municipal Social Welfare and Development Office Barangay (Client's Place of Residency) Local Civil Registrar/PSA SSS, GSIS, Comelec, Postal updated date, etc. Funeral Home

F. WALK-IN CLIENTS/BALIK-PROBINSYA/TRANSPORTATION - One (1) Original Copy and Two (2) Photocopies of: 1. Barangay Indigency (including Names of Both Client and Claimant and Purpose) 2. Letter Addressed to Mayor/Referral from Mayor's Office		Barangay (Client's Place of Residency) Mayor's Office MSWDO		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit requirements at the front desk of the Municipal Social Welfare and Development Office	1. Front Desk Officer of MSWDO examines documents and records basic information in logbook then forward documents to MSWD Officer for approval and determination of the amount of assistance	None	3 minutes	*Clerk I/PDAO Social Welfare Assistant/ SWO I/ MSWDO*
2. Proceed to the assigned MSWDO interviewer (as assigned by the Front Desk Officer) and provide the necessary information	2. Conduct interview and encode data to system	None	15 minutes	*Clerk I/PDAO Social Welfare Assistant/ SWO I/ MSWDO*
3.Sign printed Intake Form	If assistance exceeds ₱1000.00, issue claim stub and give instruction with regard to claiming of cheque at Municipal Treasury Office then prepare documents to be forwarded to different offices for the processing of the assistance If assistance is equal to or less than ₱1000.00, prepare necessary documents to be forwarded and accompany client to Mayor's Office for signature and to Municipal Treasury	None	7 minutes	*Clerk I/PDAO Social Welfare Assistant/ SWO I/ MSWDO*

	Office for the claiming of cash			

5. Issuance of Certificate of Indigency

This certificate is issued to indigent individuals which justifies their eligibility to avail free legal service from Public Attorney's Office and Integrated Bar of the Philippines.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	Indigent; Resident;			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
One (1) original and One (1) Photocopy of the following: 1. Barangay Indigency 2. Tax Exemption Certificate		Barangay (Client's Place of Residence) Bureau of Internal Revenue		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit requirements at front desk of the Municipal Social Welfare and Development Office	1. MSWD Front Desk Officer examines documents and records basic information in logbook	None	2 minutes	*Clerk I/PDAO Social Welfare Assistant/ SWO I/ MSWDO*
2. Provide the necessary information to the MSWD interviewer (as assigned by the Front Desk Officer)	2. Conduct interview, prepare certificate and submit to MSWD Officer for signature	None	7 minutes	*Clerk I/PDAO Social Welfare Assistant/ SWO I/ MSWDO*
3. Receive the document and acknowledge receipt by affixing signature on the receiving copy)	3. Issue certificate of indigency to client and keep the receiving copy for record purposes	None	1 minute	*Clerk I/PDAO Social Welfare Assistant/ SWO I/ MSWDO*
	TOTAL:	**None**	**10 minutes**	

6. **Issuance of Identification Card and Purchase Booklet to Person's with Disability (PWD'S).**

The Persons with Disability Identification card and Purchase Booklet are issued to those individuals suffering from restriction of different abilities, as a result of mental, physical or sensory impairment, to perform an activity in the manner or within the range considered normal for a human being. The Identification card and purchase booklet can be used to avail 20% discount from all establishments relative to the utilization of all services in hotels and similar lodging establishments, restaurants and recreation centers and purchase of medicines and commodities for the exclusive use of PWDs.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transactions:	G2C – Government to Citizen
Who may avail:	Person with Disability;Resident;0-59 years old

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. 1 pc 1x1 & 2x2 picture (white background)	
2. One (1) Original Copy of Medical Certificate issued by specialist doctor indicating the type of disability	Government Hospital/Doctor with Specialization in the Indicated Disability
3. One (1) Original Copy of Barangay certificate (PWD ID is stated as purpose)	Barangay (Client's Place of Residency)
4. One (1) Photocopy of Birth Certificate of PWD	Local Civil Registrar/PSA
5. One (1) Photocopy of Present Valid ID of Contact Person in case of Emergency	Any Government ID
6. Accomplished Application Form	MSWDO

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Accomplish the application form and submit the requirements to the PWD Focal Person at the Municipal Social Welfare and Development Office	1. Receives and evaluate the documents.	None	2 minutes	*PDAO/PWD Focal Person* MSWDO

2. Provides Information to PWD Focal Person	2. Record Information in Logbook then Prepare ID and Purchase Booklet	None	2 minutes	*PDAO/PWD Focal Person* MSWDO
3. Affix signature/thumb mark on the ID, Purchase Booklet and logbook	3. Release ID and Purchase Booklet	None	3 minutes	*PDAO/PWD Focal Person* MSWDO
	TOTAL:	**None**	**7 minutes**	

7. Issuance of Identification Card and Purchase Booklet to Senior Citizens.

The Senior Citizen Identification card and Purchase Booklet are issued to residents of Santa Maria who are sixty (60) years old and above. This can be used to avail 20% discount from all establishments including purchase of medicines and burial services in case of death of senior citizen.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transactions:	G2C – Government to Citizen
Who may avail:	60 years old and above; Resident

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. 1 pc 1x1 picture (white background) 2. One (1) Photocopy of Identitification Card with address in Calumpit, Bulacan or Police Clearance 3. One(1) Photo Copy of Birth Certificate(PSA)/or Baptismal Certificate/or Birth Certificate of Eldest Child 4. Accomplished Application Form *Additional requirement: If senior is not present, representative must bring authorization letter.	Photo Studio SSS, GSIS, Comelec, Postal updated date, Office of the Senior Citizens Affair, Barangay (Client's Place of Residence) Office of the Senior Citizens Affair (1st floor, Senior Citizen's building)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements at the Office of the Senior Citizens Affair	1. Receives and evaluates submitted requirements.	None	2 minutes	*Clerk I* Office of the OSCA *MSWDO*
2. Provides necessary Information	2. Record Information in Logbook then Prepare ID and Purchase Booklet	None	2 minutes	*Clerk I* Office of the OSCA *MSWDO*
3.Affix signature/thumb mark on the ID, Purchase Booklet and logbook	3. Release ID and Purchase Booklet	None	3 minutes	*Clerk I* Office of the OSCA MSWDO
	TOTAL:	**None**	**7 minutes**	

8. Issuance of Identification Card to Solo Parent

The Solo Parent Identification card is issued to any person who solely provides parental care and support to a child/children in the absence of his/her partner due to abandonment, separation, death, or criminal conviction, for giving birth as a result of rape, or because of the physical/mental incapacity of the child's/children's father as certified by doctors. The identification card is used to avail the privileges of a solo parent such as extra leaves from work, flexible working schedule and educational assistance for children.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transactions:	G2C – Government to Citizen
Who may avail:	Solo Parent (abandoned, separated, annulled, widowed and others who are considered solo parents as stated in RA 8972); Resident; Below 60 years old; Has dependents - below 18 years old children and PWD under his/her care

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1 pc 1x1 picture 2. 1 pc 2x2 picture 3. One (1) Photocopy of Cedula 4. One (1) Original copy of Barangay Certification (of being a Solo Parent) 5. One (1) Photocopy of Birth Certificate of Dependents	Barangay (Client's Place of Residency) or Municipal Treasury Office Barangay (Client's Place of Residency) Local Civil Registrar/PSA Municipal Social Welfare and Development Office
6. Accomplished Application Form *Additional requirement: - One (1) Photocopy of Death Certificate (in case of death of spouse) - One (1) Photocopy of Declaration of Nullity of Marriage (if annulled) - One (1) Photocopy of Court Decision (in case partner/spouse is convicted)	Local Civil Registrar/PSA Local Civil Registrar/PSA Court

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the Solo Parent Focal Person at the Municipal Social Welfare and Development Office	1. Receives and evaluates submitted documents	None	1 minute	*Focal Person for Solo Parent* MSWDO
2. Provides information to the Solo Parent Focal Person	2. Records information in the Logbook then Prepare ID	None	1 minute	*Focal Person for Solo Parent* MSWDO
3.Affix signature/thumb mark on the ID and logbook	3. Release ID	None	3 minutes	*Focal Person for Solo Parent* MSWDO
	TOTAL:	**None**	**5 minutes**	

9. Issuance of Social Case Study Report (SCSR)

Social Case Study Report is a document prepared by the social workers and the MSWDO staff which contains the client's personal information, problem presented and socio-economic background as well as the assessment of his/her eligibility to avail social services. It is secured by indigent clients who are seeking medical and financial assistance from other agencies such as PCSO, private and public hospitals and government offices.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transactions:	G2C – Government to Citizen
Who may avail:	Any individual or his/her nearest kin (mother, father, wife, husband, children); Residents;18 years old and above

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
One (1) Original Copy and One (1) Photocopy of the following: 1. Barangay Indigency 2. Attachments such as Medical Certificate/Doctor's Prescription/Hospital Bill/Treatment Protocol/Quotation/Death Certificate (depending on the assistance/service the client seeks to avail) 3. Request Letter (if required by the agency)	Barangay (Client's Place of Residency) Hospital Requestor

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit requirements at the front desk of the Municipal Social Welfare and Development Office	1. Front Desk Officer examines documents and records basic information in logbook	None	3 minutes	*Clerk I/PDAO/ Social Welfare Assistant/SWO I/ MSWDO*
2. Proceed to assigned interviewer and provide information	2. Conduct interview and prepare SCSR	None	20 minutes	*Clerk I/PDAO/ Social Welfare Assistant/SWO I/MSWDO*
3. Signs and Receives Social Case Study Report.	3. Interviewer signs the SCSR, seeks approval and signature of MSWD Officer then release the SCSR	None	2 minutes	*Clerk I/PDAO/ Social Welfare Assistant/SWO I/MSWDO*
	TOTAL:	**None**	**25 minutes**	

10. Administrative Adoption

This is a special service rendered by local social welfare and development office whereby prospective adoptive parents are assisted in processing their documentary requirements to be submitted to DSWD Regional Office.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transactions:	G2C – Government to Citizen
Who may avail:	Resident; of legal age; having the custody of child/ren, with simulated birth certificate, for at least 3 years prior to March 29, 2019

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Petition for Administrative Adoption	
Simulated Birth Certificate	
Birth Record of Adopter/s	Notary Public/Lawyer
Affidavit of Admission (if done by 3rd party) Barangay	MSWDO
Certification stating that: • the petitioner is a resident of the barangay • the adopter is living with the child for at least 3 years prior to March 29, 2019 • the petitioner is indigent, if applicable)	MCR/PSA MCR/PSA
Notarized Affidavit of at least 2 disinterested persons attesting that the adopter is living with the child for at least 3 years prior to March 29, 2019 Oldest and recent photographs of the prospective adoptee and the petitioner taken within the last three months prior to the filing of the petition	Notary Public/Lawyer
• As applicable, Marriage Contract, Decree of Annulment, Declaration of Nullity of Marriage or Decree of Legal Separation • Latest Physical and Medical Evaluation of the adoptee(s) by a duly licensed physician • When appropriate, psychological evaluation of the adopter(s) by a duly licensed psychologist • Latest NBI / Police Clearance • Latest income tax return or any other documents showing financial capability • As applicable, PSA issued copy of Negative Certification of Birth, to serve as basis in the late registration and issuance of rectified birth record • Affidavit(s) of Consent from appropriate person a.) The biological parents or person exercising substitute parental authority over the child, except for adoption of an adult	

b.) The prospective adoptee, if ten (10) years of age or over c.) The legitimate and adopted daughters and sons, ten (10) years of age or over, of the adopter and adoptee, if any The illegitimate daughters and sons, ten (10) years of age or over, of the adopter, if any, if living with said adopter and the latter's spouse e.) The spouse, if any, of the adoptee				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquires about the process and provides necessary information	1. Interviews client, conducts initial assessment of his/her eligibility and provides advice regarding the needed documentary requirements	None	30 minutes	*Social Workers* MSWDO
2. Submits documents to MSWDO	2. Reviews and refers/transmits documents to DSWD	None	7 days upon receipt of complete requirements plus 3 days transmittal period	*Social Workers* MSWDO
3. Awaits further instruction/compliance from DSWD	3. Assists client in complying with other requirements as endorsed by DSWD such as posting of the petition, signing of Deed of Voluntary Commitment, securing foundling certificate, preparation of child study report and other requirements needed to secure Certification Declaring a Child Legally Available Adoption depending on the nature of adoption or situation of the child/ren	None	*depends on the timeliness of completion and complexity of the child's situation	*Social Workers* MSWDO

	TOTAL:		*depends on the timeliness of completion and complexity of the child's situation	

11. Foster Care

Foster Care is defined as "a planned temporary substitute parental care to a neglected child by a foster parent."

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transactions:	G2C – Government to Citizen
Who may avail:	a) Must be of legal age; (b) Must be at least sixteen (16) years older than the child unless the foster parent is a relative; (c) Must have a genuine interest, capacity and commitment in parenting and is able to provide a familial atmosphere for the child; (d) Must have a healthy and harmonious relationship with each family member living with him or her; (e) Must be of good moral character; (f) Must be physically and mentally capable and emotionally mature; (g) Must have sufficient resources to be able to provide for the family's needs; (h) Must be willing to further hone or be trained on knowledge, attitudes and skills in caring for a child; and (i) Must not already have the maximum number of children under his foster care at the time of application or award
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

a. Birth Certificate b. Marriage Certificate/Documents related to Divorce, Annulment, Legal Separation c. Medical Certificate d. Income Tax Return or Certificate of Employment e. NBI Clearance or Police Clearance f. Barangay Certificate stating that the applicant is a resident of the barangay, the length of his/her residence therein, he/she is good moral character. g. 3x5 inch whole sized body picture, and if applicable, his/her family	MCR,PSA,MSWDO,Court Hospital/Clinic BIR NBI/PNP Barangay where the applicant lives

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires about the process	1. Provides advice regarding the process of application	None	5 minutes	*Social Workers* MSWDO
2. Provides the necessary information	2. Prepares the referral letter to DSWD regional office	None	13 minutes	*Social Workers* MSWDO
3. Signs the receiving copy and proceeds to DSWD Regional Office	3. MSWD Officer signs the document and issues the referral letter	None	2 minutes	*Social Workers* MSWDO
	TOTAL:		20 minutes	

12. SELF EMPLOYMENT ASSISTANCE(SEA)

This program aims to enhance the socio-economic skills of poor families through the organization of community-based associations for entrepreneurial development

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transactions:	G2C – Government to Citizen

Who may avail:	Self-employed assistance at the Municipal Social Welfare and Development Office (MSWDO) is typically available to needy family heads and other family members who meet certain criteria. Here are the main eligibility requirements: -Lack of vocational or business management skills -No capital to start a livelihood project -Existing income-generating project but lack of additional capital

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Certificate of Residency Proof of income (if Applicable) Co-maker Photo 2x2 Community Tax Residency	MSWDO Barangay Municipal Treasurers' Office -Cashier

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquires about the process	1. Provides advice regarding the process of application	None	5 minutes	*Social Workers* MSWDO
2. Submission of requirements	2. Client submits requirements	None	13 minutes	*Social Workers* MSWDO
3. Assessment and fill-up the project proposal	3. the client will provide cedula and sign the project proposal	None	2 minutes	*Social Workers* MSWDO
4. Process of Voucher and checks and signature by LCE/Budget Officer/Accountant/Treasurer	4.the client waiting the call for the releasing of check	none	2 to 3 days	MSWDO
5. Releasing of Check to the client	5.the client pay the processing fee before releasing the check	P60.00	20 minutes	MSWDO
	TOTAL:		2 to 3 days & 40 minutes	

13. PRE-MARRIAGE COUNSELING

Pre-marriage counseling – is a one-day orientation and counseling to would-be couples on Responsible Parenthood and Family Planning. This is a Presidential Decree No. 965 as a pre-requisite for securing the marriage license of the couple.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	Would-be-couples			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Received the complete requirements from the would-be couple	1.Would-be couple submit the requirements	None	5 minutes	MPAO/ PMC TEAM/ MSWDO
2. Interview the would be couple	2. Interview the would-be couple	None	13 minutes	MPAO/ PMC TEAM/ MSWDO
3. Counseling Session	3. PMC	None	1 day	MPAO/ PMC TEAM/ MSWDO
4. Preparation of Pre-Marriage Counseling Certificate			3 minutes	MPAO
5. Signature of Population Program Worker			1 miunte	MPAO
7. Releasing of the Pre-Marriage Counseling Certificate to the would-be couple	Issuance		5 minutes	MPAO

Submitted by:

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MSWDO-OIC

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