



City Government of Imus
CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

CITIZEN'S CHARTER

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CITY OF
IMUS
FLAG CAPITAL



MAYOR Emmanuel MALIKSI



@EmmanuelMaliksi



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www.imus.gov.ph

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

The office is mandated to provide support, care, empowerment and rehabilitation of in need individuals, families and communities through developmental programs and social work interventions.

FUNCTIONAL STATEMENT

The **City Social Welfare and Development Office** in behalf of the Office of the City Mayor shall:

1. Formulate measures for the approval of the Sanggunian and provide technical assistance to the City Mayor in carrying out measures to ensure the delivery of basic services and provisions of adequate facilities relative to social welfare and development;
2. Develop and implement plans and strategies upon the approval of the City Mayor, focusing on social welfare programs and projects which the City Mayor and the Sanggunian is empowered to provide;
3. Identify the basic necessities of the in need and implement appropriate measures to alleviate their difficulties and improve their living conditions;
4. Provide relief and appropriate crisis intervention for victims of abuse and exploitation and recommend appropriate measures to deter further cases;
5. Assist the mayor in implementing the barangay level program for the total development and protection of children up to six (6) years of age;



6. Facilitate the implementation of welfare programs for the disabled, elderly, and victims of drug addiction as well as rehabilitation of prisoners and parolees, the prevention of juvenile delinquency and other activities that can help eliminate or minimize the ill-effects of poverty;
7. Initiate and support welfare programs that will enhance the role of youth in nation-building;
8. Coordinate with government and non-governmental organizations to promote the protection of in need, particularly those identified to be vulnerable and high-risk to exploitation, abuse and neglect;
9. Be in the frontline in providing immediate relief during and in the aftermath of man-made and natural disasters;
10. Recommend to the City Mayor and to the Sanggunian all other matters related to social welfare and development services that can help improve the livelihood and living conditions of the community;
11. Exercise other powers and perform duties and functions as such, as may be prescribed by law.



FRONTLINE SERVICES OFFERED

- Provide assistance in individual crisis situations (AICS)
- Issuance of social case study report
- Issuance of Certificate of Indigency
- Provide rescue and surveillance services
- Provide disaster relief assistance

FRONTLINE SERVICES PROCEDURE

Provide assistance in individual crisis situations (AICS)

WHO MAY AVAIL THE SERVICE:

- All registered voters of the City of Imus

REQUIREMENT(S):

Burial/Financial Assistance:

- Certified Photocopy of Death Certificate (death of a family member)
- Barangay Certification (claimant)
- COMELEC Certification (claimant)
- Police Blotter (if victim of pickpockets or illegal recruitment)

Medical Assistance:

- Medical abstract (if applicable)/ medicine prescription
- Hospital Bill (If applicable)
- Protocol for chemo and dialysis patient (if applicable)
- Barangay Certification (Patient and claimant/ immediate relative)
- COMELEC Certification (Patient and claimant/ immediate relative)

FEE(S)/CHARGE(S):

None



HOW TO AVAIL THE SERVICE:

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/ UNIT		
1	Present the requirements	Verify the documents and check the record	Mary Ann Saniel	3 minutes
2	Personal interview	Interview the client	Ruby Marie Pelaez; Gemma Dionaldo; Ferlina Del Rosario	15 minutes
		Prepare the Case Study Report		
		Sign the Case Study Form		
		Process the request	Ferlina Del Rosario	5 days
3	Receive the assistance	Release the assistance	CSWDO Staff	2 minutes
Fill-out the Client Satisfaction Rating Form				
TOTAL DURATION OF ACTIVITY				5 days and 20 minutes
END OF TRANSACTION				

ISSUANCE OF SOCIAL CASE STUDY REPORT

WHO MAY AVAIL THE SERVICE:

- All registered voters of the City of Imus

REQUIREMENT(S):

- Medical Abstract
- Barangay Certification
- COMELEC Certification

FEE(S)/CHARGE(S):

None



HOW TO AVAIL THE SERVICE:

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/ UNIT		
1	Register the name and purpose in the logbook	Assist the client on the registration	Katherine Grace Padilla; Rose Ann Pacifico; Mary Ann Saniel	1 minute
2	Submit the requirements	Verify the requirements		2 minutes
3	Undergo one-on-one interview (May be required to sketch the residence for home visit)	Interview the client and write the given information in the Social Case Study Form	Ruby Marie Pelaez; Gemma Dionaldo; Ferlina Del Rosario	15 minutes
4	Assist the social worker in the data gathering	*Home Visit (If necessary)		
5	Receive the report	Release the report with signature	Katherine Grace Padilla; Rose Ann Pacifico; Hermana Revilla	2 minutes
Fill-out the Client Satisfaction Rating Form				
TOTAL DURATION OF ACTIVITY				20 minutes
END OF TRANSACTION				

*Home visit refers to the process of assessing and verifying the data given by the client to ensure its standard of living through an on-site visitation.



ISSUANCE OF CERTIFICATE OF INDIGENCY

WHO MAY AVAIL THE SERVICE:

- All registered voters of the City of Imus

REQUIREMENT(S):

- Barangay Certification of Residency
- Barangay Certification of Indigency
- Certification from the City Assessor's Office (non-ownership of real property)
- Certificate from the Bureau of Internal Revenue (BIR) indicating that the beneficiary is a non-tax filer

FEE(S)/CHARGE(S):

None

HOW TO AVAIL THE SERVICE:

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/ UNIT		
1	Register the name and purpose in the logbook	Accommodate the client	Katherine Grace Padilla; Rose Ann Pacifico	1 minute
2	Submit the requirements	Verify the requirements		2 minutes
3	Undergo one-on-one interview (May be required to sketch the residence for home visit)	Interview the client and write the given information in the intake form	Ruby Marie Pelaez; Gemma Dionaldo; Ferlina Del Rosario	15 minutes
4	Assist the social worker in the data gathering	Home Visit (If necessary)		
5	Receive the document	Release the document with signature	Katherine Grace Padilla; Rose Ann Pacifico; Hermana Revilla	2 minutes
Fill-out the Client Satisfaction Rating Form				
TOTAL DURATION OF ACTIVITY				20 minutes
END OF TRANSACTION				



PROVIDE RESCUE AND SURVEILLANCE SERVICES

Concerned citizens may request the following services:

- Rescue of victims
- Counseling
- Assistance in securing medico-legal and blotter
- Assistance in filing a case
- Provision of temporary shelter and custodial care
- Reunification to families
- Referral to other service agencies

WHO MAY AVAIL THE SERVICE:

- All residents of the City of Imus
- Children in Conflict with the Law (CICL)
- Battered and maltreated women (VAWC)
- Victims of sexual abuse
- Victims of involuntary prostitution
- Street Children and Children at Risk
- Women who are emotionally disturbed (WEDC)

REQUIREMENT(S):

- Medical Abstract
- Barangay Certification
- Barangay Blotter
- Police Blotter

FEE(S)/CHARGE(S):

None



HOW TO AVAIL THE SERVICE:

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/ UNIT		
1	Submit the requirements	Assess the requirements	Belen Viegan; Glenda Obligacion; Josephine Villanueva; Ruby Marie Pelaez	2 minutes
2	Undergo the personal interview	Interview the client		15 minutes
		Provide letter to the second party		5 minutes
3	Proceed to the Imus PNP or Barangay Officials as referred by the social worker	Refer to the Imus PNP or Barangay Officials		5 minutes
Fill-out the Client Satisfaction Rating Form				
TOTAL DURATION OF ACTIVITY				22 minutes
END OF TRANSACTION				

PROVIDE DISASTER RELIEF ASSISTANCE

CSWDO disaster relief assistance covers:

- Provision of limited financial assistance for families whose homes have been totally damaged
- Counseling for individuals and families who have been emotionally and psychologically depressed by the disaster
- Provision of financial assistance from local government unit

WHO MAY AVAIL THE SERVICE:

- All resident and registered voters of the City of Imus who are affected by disaster

REQUIREMENT(S):

- Barangay Certification of Residency
- Barangay Certification indicating that the client is affected by the disaster
- Police blotter or Certificate from the Bureau of Fire Protection
- Pictures
- COMELEC Certification



FEE(S)/CHARGE(S):

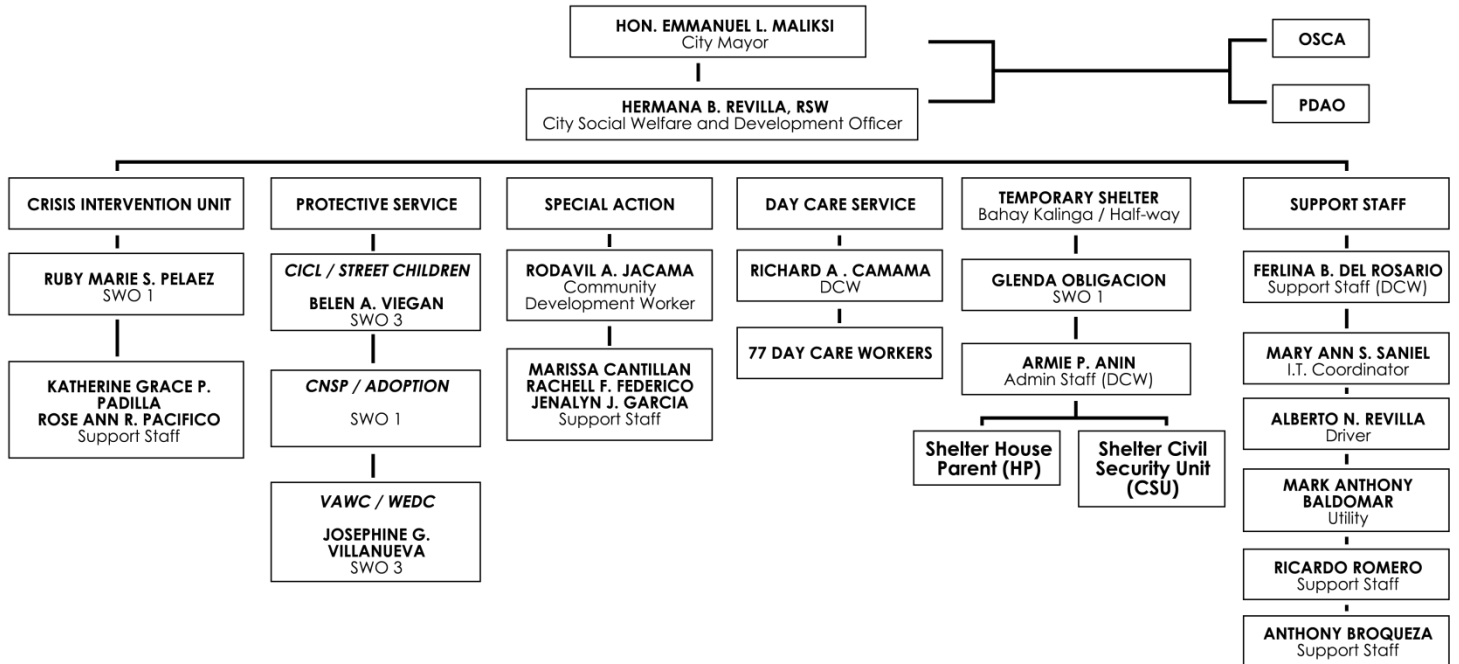
None

HOW TO AVAIL THE SERVICE:

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/ UNIT		
1	Present the requirements	Review of documents and database check	Mary Ann Saniel	3 minutes
2	Personal interview	Interview the client and prepare the GIS and OVR	Ruby Marie Pelaez; Gemma Dionaldo; Ferlina Del Rosario	15 minutes
		Sign the interview form	Hermana Revilla	1 minute
3	Proceed to the Office of the City Mayor for the yellow slip signed by the City Mayor	Refer to the Office of the City Mayor	Ferlina Del Rosario	2 minutes
Fill-out the Client Satisfaction Rating Form				
TOTAL DURATION OF ACTIVITY				21 minutes
END OF TRANSACTION				



ORGANIZATIONAL STRUCTURE



Location: The **City Social Welfare and Development Office** is located at the 1st level of Sangguniang Panlungsod Building.

Ms. Hermana B. Revilla, RSW
City Social Welfare and Development Officer

You can also contact us at:
(046) 471-3337

Or email us at:
imuscswdo@gmail.com

