

THE CITIZEN'S CHARTER



**MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE**  
 Maragondon, Cavite  
 Tel. no: (046)412-0631

**LEODIVINA A. HERNANDEZ**  
 MSWDO

**Services: AICS- Aid to Individual in Crisis Situation**

**:ESA- Emergency Shelter Assistance**

**Who may avail Service**

**: Bona fide indigent residents of the Municipality of**

**Maragondon**

**Schedule of Service Availability**

**:Monday to Friday(8:00AM -5:00PM)NO NOON**

**BREAK**

**Requirements**

**:For Medical Financial Assistance:**

a.) Medical Abstract/Medical Certificate

b.) Request for Laboratory

c.) Brgy. Certification

**: For Burial:**

a.) Death Certificate(Complete Signed

b.) Brgy Certification/Funeral contract/Billing if

applicable

**:Shelter Assistance:**

(Fire Victims)

a.) Brgy Certification

b.) Certificate from Bureau of Fire

**NONE**

**FEES/CHARGES**

**HOW TO AVAIL THE SERVICES.....**

STEPS	CLIENT	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON	OFFICE/ LOCATION	REQUIREMENTS
1	Go to MSWDO & approaches the one in charge	Greets the client courteously & establishes rapport	1 min.	Jean Villacarlos	MSWDO	NONE
2	Takes a seat & responds to the questions being asked	Conducts interview & assesses the problem/case/situation of the client	20 mins.	Jean Villacarlos	MSWDO	See above requirements
3	Signs the documents pertaining to the request	Prepares the documents relating to the request after which guides the client in signing it	20 mins.	Jean Villacarlos	MSWDO	NONE
4	While waiting.....	Submits prepared documents to MSWD Officer for review & Recommendation	5 mins.	Leodivina A. Hernandez	MSWDO	NONE
5	Goes with MSWDO Staff to various offices in processing the request	Secure signatures from concerned department officers	20 mins	Jessica S. Tañagras Jean Villacarlos	OM, ACCO , MBO, MTO	NONE
6	Receives financial assistance	Releases financial assistance	5 mins.	Illuminada A. Basco	MTO	Approved AICS

**Services: PROVISION OF ASSISTANCE TO WOMEN & CHILDREN**

Who may avail Service : Victims and Abuse & Violence of the Municipality of Maragondon  
 Schedule of Service Availability : Monday to Friday(8:00AM-5:00PM)NO NOON BREAK  
 Requirements : NONE  
 FEES/CHARGES : NONE

**HOW TO AVAIL THE SERVICES.....**

<b>STEPS</b>	<b>CLIENT</b>	<b>SERVICE PROVIDER</b>	<b>DURATION</b>	<b>RESPONSIBLE PERSON</b>	<b>OFFICE/ LOCATION</b>	<b>REQUIREMENTS</b>
1	Approaches the MSWD Officer & reports the problem/case situation	Conduct interview & assessment of the problem/case situation	30 mins.	Leodivina A. Hernandez Mirasol A. Belandrez	MSWDO	NONE
2	Heart to heart talk with MSWD Officer & responds to the interview	Extend appropriate services like referral, counseling financial assistance	3 hours	Leodivina A. Hernandez Mirasol A. Belandrez	MSWDO	NONE

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**HOW TO AVAIL THE SERVICES.....**

<b>STEPS</b>	<b>CLIENT</b>	<b>SERVICE PROVIDER</b>	<b>DURATION</b>	<b>RESPONSIBLE PERSON</b>	<b>OFFICE/ LOCATION</b>	<b>REQUIREMENTS</b>
1	Pays the CTC fee at the Office of the Treasurer	Accepts payment & issues CTC	3 mins	MTO Cashier	MTO	NONE
2	Go to the MSWD Office & fill up questionnaires	Accommodates & instruct client in filling up the inventory form	1 hour	Josefina Mendoza	MSWDO	CTC
3	Attends Pre-marriage counseling seminar	Conduct Marriage Counseling	3 mins	Josefina A. Mendoza	MSWDO	NONE
4	Receives Certificate of Attendance	Issue & sign Certificate of Attendance; Instruct the client to go the RHU for Family Planning Seminar	3 mins	Josefina A. Mendoza	MSWDO	NONE

**Services: ISSUANCE OF OSCA ID CARDS(NEW)**

Who may avail Service : 60 years old above & Resident of Maragondon  
 Schedule of Service Availability : Monday to Friday(8:00AM-5:00PM)NO NOON BREAK  
 Requirements : Birth Cert./Marriage/Baptismal, Brgy. Certification Latest 1x1 ID picture (2 copies)  
 FEES/CHARGES : NONE

**HOW TO AVAIL THE SERVICES.....**

STEPS	CLIENT	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON	OFFICE/ LOCATION	REQUIREMENTS
1	Secures the application form	Give the application form & explains the requirements being asked	5 mins	Lorena A. Angeles	MSWDO	See above requirements
2	Submits the application form with complete requirements	Accepts the application forms with the complete requirements	3 mins	Jessica S. Tañagras	MSWDO	Application forms with requirements
		Reviews & signs the application	3 mins.	Leodivina A. Hernandez	MSWDO	Application forms with requirements
3	Waiting time	Processing: Preparation of ID Cards  Processing of ID Cards for OSCA chair & Mayor's Signature  Preparation of Purchase slip	5 days	Gracita D. Castro	MSWDO	NONE
4	Receives ID Cards & Purchase slip	Releases ID Cards & purchase slip	1 min.	Leodivina A. Hernandez	MSWDO	NONE

**Services: REPLACEMENT OF LOST OSCA ID CARD**

Who may avail Service : 60 years old above & Resident of Maragondon  
 Schedule of Service Availability : Monday to Friday(8:00AM-5:00PM)NO NOON BREAK  
 Requirements : Affidavit of Loss, Latest 1x1 ID picture (1pc)  
 Official Receipt (MTO)Residence Certificate  
 FEES/CHARGES : NONE

**HOW TO AVAIL THE SERVICES.....**

<b>STEPS</b>	<b>CLIENT</b>	<b>SERVICE PROVIDER</b>	<b>DURATION</b>	<b>RESPONSIBLE PERSON</b>	<b>OFFICE/ LOCATION</b>	<b>REQUIREMENTS</b>
1	Submit the complete requirements	Accepts & checks the complete requirements; Informs client of the lead time in processing the request	3mins	Lorena A. Angeles	MSWDO	See above requirements
2	Waiting time	Processing: Preparation of New ID Cards  Processing of ID Card Mayor's Signature  Preparation of Purchase slip	5 days	Gracita D. Castro	MSWDO	NONE
4	Receives new ID Cards & Purchase slip	Releases new ID Cards & purchase slip	5mins.	Leodivina A. Hernandez	MSWDO	NONE