



Republic of the Philippines  
Province of Bohol  
**MUNICIPALITY OF LOON**



**VISION:** *A socioeconomically developed town with empowered people who nurture their heritage and sustainably manage their resources through shared and service-oriented governance*

**MISSION:** *To create a socioeconomically developed environment through sustainable management of resources and enhancement of people's capabilities for inclusive growth*

## CITIZEN'S CHARTER

### OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT

#### Frontline Service 1: SOCIAL CASE STUDY FOR FINANCIAL/ MATERIALS ASSISTANCE TO DISTRESSED INDIVIDUALS/FAMILIES

STEP	Activities / Process		Duration	Requirements	Fees	Person Responsible	Location
	Clients	Services Provider					
1	Request of assistance and give basic information Sign logbook	Welcome clients - Instruct the client to write and sign logbook	2 mins.		None	MSWD Staff	MSWD Office
2	Present problems / needs Sign General Intake Sheet with complete data	Initial interview to client and accomplish GIS	30 mins.	Barangay Certificate of Indigency, For Medicines: Doctor's Prescription; For Hospital bill: Billing statement; For Burial: Death Certificate, Funeral Contract; Routing slip signed by the LCE or GIS signed by LCE	None	MSWD Staff	MSWD Office
3	Client give details about his / her actual situation / problem	Further interview to gather background information necessary in making assessment in the problem presented	30 mins.	None	None	MSWD Staff	MSWD Office
4	Listen / interaction between client and the service provider	Counseling (set schedule when necessary)	45 mins. – 1 hour	None	None	MSWD Staff	MSWD Office
		Preparation of case summary for assistance	1 hour	Social case summary report, documents needed for the assistance	None	MSWD staff	MSWD Office
5	Come back upon notice from TO if assistance is ready for release	Submit case summary and other documents to TO; instruct client to come back when aid is ready	1 – 2 weeks	Social case summary report, documents needed for the assistance	None	MSWD staff	MSWD Office

6	Claim assistance	Facilitate release of assistance	5 mins.	Identification card of claimant	None	MSWD staff	MSWD Office
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**Frontline service 2: SPECIAL SOCIAL SERVICES FOR WOMEN WITH MARTIAL CONFLICT/VICTIMS' OF DOMESTIC VIOLENCE**

STEP	Activities / Process		Duration	Requirements	Fees	Person Responsible	Location
	Clients	Services Provider					
1	Give basic information / sign logbook	Welcome clients with a smile Instruct the client to write and sign logbook	2 mins.	None	None	MSWD Staff	MSWD Office
2	Present problems / needs Sign General Intake Sheet with complete data	Initial interview to client and accomplish GIS	30 mins.	None	None	MSWD Officer	MSWD Office
3	Client give complete details about her problematic situation	In-depth interview to client to gather background information necessary in making assessment in the problem presented	2 hours	None	None	MSWD Officer	MSWD Office
4	Counseling	Listen / interaction between client and the service provider	2 hours	None	None	MSWD Officer	MSWD Office
5	Agree with the service provider	Set schedule for a home visit as needed -If husband / partner is violent, advice the client / victim to get BPO or refer to Bohol Crisis Center	15 mins.	None	None	MSWD Officer	MSWD Office

### Frontline Service 3: REFFERAL OF CLIENTS TO GO's, NGO's AND OTHER AGENCIES

STEP	Activities / Process		Duration	Requirements	Fees	Person Responsible	Location
	Clients	Services Provider					
1	Give basic information / sign logbook	Welcome clients with a smile Instruct the client to write and sign logbook	5 mins.	None	None	MSWD Officer	MSWD Office
2	Express desire to avail of assistance to other agencies Sign or thumb mark General Intake Sheet with complete data	Initial interview to client and accomplish GIS	30 mins.	Barangay Certificate of Indigency, For Medicines: Doctor's Prescription; For Hospital bill: Billing statement; For Burial: Death Certificate, Funeral Contract; For transportation: Barangay Certification; For Food: Barangay Certification; For Children refe: Birth Certificate, Police Blotter, Report Card, Form 137.	None	MSWD Officer	MSWD Office
3	Listen / interaction between client and the service provider	Further interview to client to gather background information necessary in making assessment in the problem presented	1 hour	None	None	MSWD Officer	MSWD Office
4	Well-informed	Give information regarding the programs and services for the PWDs and advice possible assistance from other agencies	1 hour	None	None	MSWD Officer	MSWD Office
5	Agree with the service provider	Make recommendations/referral to other agencies for possible assistance	1 week	None	None	MSWD Officer	MSWD Office
6	Agree with the service provider Wait for further advice	Instruct client for further advise	1 hour	None	None	MSWD Officer	MSWD Office

#### Frontline Service 4: REGISTRATION AND ISSUANCE OF OSCA ID TO SENIOR CITIZENS

STEP	Activities / Process		Duration	Requirements	Fees	Person Responsible	Location
	Clients	Services Provider					
1	Give information on the purpose of the visit of SC / Fill up logbook	Welcome clients Request client to fill up and sign the logbook. Guide the client	30 mins.	None	None	OSCA Staff / Head	OSCA Building
2	Listen to the instruction	Give further explanation about the benefits of having an OSCA ID	10 mins.	None	None	OSCA Staff / Head	OSCA Building
3	Client fill up the registration form	Register the name of SC in the master list. Prepare OSCA ID.	15 mins.	2 pcs 1 x 1 ID photo	None	OSCA Staff / Head	OSCA Building
		Released / Issue OSCA ID	1 min.	None	None	OSCA Staff / Head	OSCA Building

#### Frontline Service 5: REGISTRATION AND ISSUANCE OF TO PERSONS WITH DISABILITY

STEP	Activities / Process		Duration	Requirements	Fees	Person Responsible	Location
	Clients	Services Provider					
1	Give information on the purpose of the visit of office / Fill up logbook	Welcome clients Request client to fill up and sign the logbook. Guide the client	30 mins.	None	None	PWD Staff	OSCA Building
2	Listen to the instruction	Give further explanation about the benefits of having an PWD ID	10 mins.	None	None	PWD Staff	OSCA Building
3	Client fill up the registration form	Register the name of PWD in the masterlist. Prepare PWD ID.	15 mins.	2 pcs 1 x 1 ID photo, medical certificate	None	PWD Staff	OSCA Building
		Released / Issue PWD ID	1 min.	None	None	PWD Staff	OSCA Building

**Frontline Service 6: REGISTRATION AND ISSUANCE OF ID TO SOLO PARENT**

STEP	Activities / Process		Duration	Requirements	Fees	Person Responsible	Location
	Clients	Services Provider					
1	Give information on the purpose of the visit of office / Fill up logbook	Welcome clients Request client to fill up and sign the logbook. Guide the client	30 mins.	None	None	MSWD Staff	MSWD Office
2	Listen to the instruction	Give further explanation about the benefits of having an Solo Parents' ID	10 mins.	None	None	MSWD Staff	MSWD Office
3	Client fill up the registration form	Register the name of Solo Parents' in the master list. Prepare Solo Parents' ID.	15 mins.	2 pcs 1 x 1 ID photo, barangay certification (solo parent)	None	MSWD Staff	MSWD Office
		Released / Issue Solo Parents' ID	1 min.	None	None	MSWD Staff	MSWD Office

**Frontline Service 7: ISSUANCE OF CERTIFICATE OF INDIGENCY**

STEP	Activities / Process		Duration	Requirements	Fees	Person Responsible	Location
	Clients	Services Provider					
1	Give information on the purpose of the visit of office / Fill up logbook	Welcome clients Request client to fill up and sign the logbook. Guide the client	5 mins.	None	None	MSWD Staff	MSWD Office
2	Listen to the instruction	Give further explanation about the certificate of indigency	10 mins.	None	None	MSWD Staff	MSWD Office
		Prepare Certificate of Indigency.	15 mins.	Barangay Certificate of Indigency	None	MSWD Staff	MSWD Office
		Payment of Certificate of Indigency	15 mins.	Official Receipt	P 50.00	TO Personnel	Treasurer's Officer
		Released / Issue Certificate of Indigency	1 min.	None	None	MSWD Staff	MSWD Office

**Frontline Service 8: SPECIAL SOCIAL SERVICES FOR ABUSED CHILDREN**

STEP	Activities / Process		Duration	Requirements	Fees	Person Responsible	Location
	Clients	Services Provider					
1	Give basic information / sign logbook	Welcome clients with a smile Instruct the client to write and sign logbook	2 mins.	None	None	MSWD Staff	MSWD Office
2	Sign General Intake Sheet with complete data	Initial interview to client and accomplish GIS	5 - 10 mins.	None	None	MSWD Officer	MSWD Office
3	Client give complete data	Further interview to client to gather background information necessary in making assessment in the problem presented	1 hour	None	None	MSWD Officer	MSWD Office
4	Client go to the MHO and the PNP Station	Coordinate with PNP and MHO when necessary	30-40 mins.	None	None	MSWD Officer	MSWD Office
5	Counseling	Listen / interaction between client and the service provider	1 hour	None	None	MSWD Officer	MSWD Office
6	Set schedule for a home visit as needed	Agree with the service provider	10 mins.	None		MSWD Officer	MSWD Office

**Frontline Service 9: SPECIAL SOCIAL SERVICES FOR CHILDREN IN CONFLICT WITH THE LAW (Turned Over by PNP)**

STEP	Activities / Process		Duration	Requirements	Fees	Person Responsible	Location
	Clients	Services Provider					
1	Give basic information / sign logbook	Welcome clients with a smile Instruct the client to write and sign logbook	2 mins.	None	None	MSWD Staff	MSWD Office
2	Present problems / needs Answers questions Sign General Intake Sheet with complete data	Initial interview to client and accomplish GIS	1-2 hours (Depending on the situation of the case)	None	None	MSWD Officer	MSWD Office
3	Client give complete details about the case	In-depth interview to client to gather background information necessary in making assessment in the problem presented	1-2 hours (Depending on the situation of the case)	None	None	MSWD Officer	MSWD Office
4	Counseling	Listen / interaction between client and the service provider	1 hour	None	None	MSWD Officer	MSWD Office
5	Agree with the service provider	Set schedule for a home visit/gather collateral information from the community	2 mins.	None	None	MSWD Officer	MSWD Office
6	Suggest eligible custodian	Scout custodian for child's temporary placement	1 hour	Social Case Study Report, Referral, Child's Report Card, Form 137, Medical Certificate, Police Blotter, Barangay Certificate of Residency	None	MSWD Officer	MSWD Office
7	In place	Turn over the child to identified custodian	3 hours (Depending on location / distance)	None	None	MSWD Officer	MSWD Office

**For complaints, comments and suggestions please contact:**

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