



## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY/LGU: PROVINCIAL GOVERNMENT OF ISABELA - PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:     [ ] Yes     [ ] No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>1</sup>	Specific Provision in the Governing Law(s) as Basis <sup>2</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Financial Assistance	Appropriation Ordinance	GAD Budget	Ordinance Approving the Annual Budget	January 1, 2020	
	Philippine Constitution	Article II, Section 11. The State values the dignity of every human person and guarantees full respect for human rights	The 1987 Constitution of the Republic of the Philippines	February 11, 1987	
Relief Assistance	RA 7160: Local Government Code	Chapter II,			

<sup>1</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>2</sup> Cite section number and quote provision identified in the governing law



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		<p>Section 17 Basic Services and Facilities. Local government units shall likewise exercise such other powers and discharge such other functions and responsibilities as are necessary, appropriate, or incidental to efficient and effective provision of the basic services and facilities enumerated herein.</p> <p>3 (v) Social welfare services which include programs and projects on rebel returnees and evacuees; relief operations; and population development services</p>			
	RA 10121:Philippine Disaster Risk Reduction and Management Act of 2010	Section 21-Local Disaster Risk Reduction and Management Fund (LDRRMF). Not less than five percent (5%) of the estimated revenue from	An Act strengthening the Philippine Disaster Risk Reduction and Management	May 27, 2010	



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		<p>regular sources shall be set aside as the LDRRMF to support disaster risk management activities such as, but not limited to, pre-disaster preparedness programs including training, purchasing life-saving rescue equipment, supplies and medicines, for post-disaster activities, and for the payment of premiums on calamity insurance.</p> <p>Of the amount appropriated for LDRRMF, thirty percent (30%) shall be allocated as Quick Response Fund (QRF) or stand-by fund for relief and recovery programs in order that situation and living conditions of people in communities or areas stricken by disasters , calamities, epidemics, or complex emergencies, may be normalized as quickly as possible.</p>	System, Providing for the National Disaster Risk Reduction and Management Framework and institutionalizing the National Disaster Risk Reduction and Management Plan, Appropriating Funds therefor and for other purposes		



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Assistive Devices	RA 10070	Section 1 – Section 40. Of Republic Act No. 7277, as amended, is hereby further amended to read as follows: Role of National Agencies and Local Government units. (a) Local Government units shall promote the establishment of organizations of persons with disabilities (PWDs) in their respective territorial jurisdictions. National agencies and local government units may enter into joint ventures with organizations or associations of PWDs to explore livelihood opportunities and other undertakings that shall enhance the health, physical fitness and the economic and social well-being of PWDs.	Establishing Institutional Mechanism to ensure the Implementation of Programs and Services for Persons with Disabilities in Every Province, City and Municipality. Amending Republic Act No. 7277 otherwise known as the Magna Carta for Disabled Persons as amended, and for other Purposes	April 6, 2010	



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>3</sup>

GOVERNMENT SERVICE: <u>FINANCIAL ASSISTANCE</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<p><b>MEDICAL ASSISTANCE:</b></p> <p>1. Barangay Certificate of Indigency na hindi lalapas ng tatlong buwan (3) mula sa nakatalang petsa</p> <p>2. C/MSWDO Assessment na hindi lalapas ng isang (1) buwan mula sa nakatalang petsa</p> <p>3. Photocopy ng Valid ID o sedula o anumang dokumento ng pagkakakilanlan</p>	<p>DSWD Mc. No. 01 Series of 2014</p>	<p>1. Magtungo sa Information Desk na matatagpuan sa lobby ng Kapitolyo at itala ang pangalan sa logbook upang mabigyan ng Transaction Number</p> <p>2. Magtungo sa One Stop Office, ipakita ang Transaction Slip at doon idulog ang problema o ipakita ang dokumentong dala</p> <p>3. Magtungo sa PSWD Office:</p> <ul style="list-style-type: none"> <li>· Itala ang pangalan sa logbook</li> <li>· Magpainterview para ma-assess ang pangangailangan</li> <li>· Pag-apruba ng General Intake Sheet (kung naaangkop) at Certificate of Eligibility</li> </ul>	<p>RA 11032</p>	<p>2 hours &amp; 5 mins – 3 hours &amp; 40 mins</p>	

<sup>3</sup> Please note that one table is to be filled-up per Government Service.

To fill up:

- a) List down all requirements applicable to the government service
- b) Per requirement, cite legal basis/rationale why requirement is essential
- c) Steps/Procedures should be listed in the Client's perspective
- d) If applicable, legal basis of each step/procedure may be indicated in column 4
- e) Input the total processing time for the service in working days and/or hours
- f) Input the sum of all fees paid for the service



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<p>4. Medical Certificate na hindi lalagpas ng tatlong (3) buwan mula sa nakatalang petsa at pirmado ng doctor kasama ng kanyang License Number para sa mga sumusunod:</p> <ul style="list-style-type: none"> <li>· Cancer</li> <li>· End-Stage Renal Disease</li> <li>· Seizure/Epilepsy</li> <li>· Mental Disorder</li> <li>· At iba pang pangmatagalang gamutan na hindi sakop ng libreng gamot mula sa DOH</li> </ul> <p>Medical Certificate na hindi lalagpas ng isang (1) buwan mula sa nakatalang petsa na pirmado ng doctor kasama ng kanyang License Number para sa mga sakit maliban sa nabanggit</p>		<p>4. Dadalhin ni MAILA U. IBARRA / ROWEL C. CALATAYUD ang mga dokumento sa One Stop Office upang maitala sa kompyuter / logbook</p> <p>5. Dadalhin ng Liaison Officer ng One Stop Office ang mga dokumento sa mga sumusunod na opisina upang maproseso:</p> <p>✓ Kung Acknowledgement Receipt:</p> <ul style="list-style-type: none"> <li>- Provincial Administrator's Office para sa Approval for payment</li> <li>- Dadalhin ng Liaison Officer ng Administrator's Office ang dokumento sa Treasurer's Office Cash Division</li> <li>- Treasurer's Office Cash Division para sa release ng financial assistance</li> </ul>			



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5. Karagdagang Dokumento <ul style="list-style-type: none"> <li>· Reseta</li> <li>· Hospital Bill / Promissory Note</li> <li>· Blood Transfusion Request</li> <li>· Laboratory Request</li> </ul> <p><b>BURIAL ASSISTANCE:</b></p> 1. Barangay Certificate of Indigency na hindi lalapas ng isang (1) buwan mula sa nakatalang petsa 2. C/MSWDO Assessment na hindi lalapas ng isang (1) buwan mula sa nakatalang petsa 3. Photocopy ng Valid ID o sedula o anumang dokumento ng pagkakakilanlan 4. Death Certificate / Bahas (Rehistrado)		✓ Kung Voucher: <ul style="list-style-type: none"> <li>- Budget Office para sa Certification on the Existence of Available Appropriations</li> <li>- Dadalhin ng Liaison Officer ng Budget Office ang dokumento sa Accounting Office</li> <li>- Accounting Office para sa Certification on the completeness of supporting documents</li> <li>- Dadalhin ng Liaison Officer ng Accounting Office ang dokumento sa Treasurer's Office</li> <li>- Treasurer's Office para sa Certification of Funds Available</li> <li>- Dadalhin ng Liaison Officer ng Treasurer's Office ang dokumento sa Administrator's Office</li> <li>- Provincial Administrator's Office para sa Approval for payment</li> </ul>			



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5. Funeral Services Contract (kung may balanse)  <b>TRANSPORTATION ASSISTANCE:</b> ✓ Pagpapagamot sa labas ng probinsya  1. Barangay Certificate of Indigency na hindi lalapas ng isang (1) buwan mula sa nakatalang petsa  2. C/MSWDO Assessment na hindi lalapas ng isang (1) buwan mula sa nakatalang petsa  3. Photocopy ng Valid ID o sedula o anumang dokumento ng pagkakakilanlan  4. Referral Letter from attending physician  ✓ Sa mga stranded  1. Personal Letter  2. ID/Sedula o anumang pagkakakilanlan sa kliyente		- Dadalhin ng Liaison Officer ng Administrator's Office ang dokumento sa Cash Division  6. Maghintay sa lobby ng kapitolyo na itawag ng Cash Division Staff ang pangalan upang tanggapin ang tulong pinansyal			





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3. Police Blotter kung sila ay nawawala o biktima ng pandurukot at illegal recruitment  <u><b>TULONG SA BIKTIMA NG SUNOG</b></u> 1. Barangay Certificate of Indigency na hindi lalapas ng isang (1) buwan mula sa nakatalang petsa 2. C/MSWDO Assessment na hindi lalapas ng isang (1) buwan mula sa nakatalang petsa 3. Photocopy ng Valid ID o sedula o anumang dokumento ng pagkakakilanlan 4. BFP Certification					
<b>TOTAL</b>				<b>2 hours &amp; 5 mins – 3 hours &amp; 40 mins</b>	<b>Wala</b>