



Republic of the Philippines  
**DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT**  
 Field Office 02  
 Government Regional Center, Carig Sur, Tuguegarao City

**C I T I Z E N ' S C H A R T E R**



**OUR NEW VISION STATEMENT**

The Department of Social Welfare and Development envisions all Filipinos free from hunger and poverty, have equal opportunities, enabled by a fair, just, and peaceful society.

**OUR NEW MISSION STATEMENT**



To achieve the vision, DSWD will spearhead social welfare and development programs with government agencies, partners, and the Filipino people. DSWD shall serve as the people's voice in government, able to enunciate welfare and development needs and provide substantive policy inputs for the government's poverty reduction plan.

**FRONTLINE SERVICES**

**PROCEDURAL FLOW ON THE PROVISION OF ASSISTANCE**

**Crisis Intervention Unit**

**Minors Securing Travel Clearance**

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN CHARGE	FEES	FORM
1	Client seeks help from DSWD <i>(Ang Kliyente ay hihingi ng tulong sa DSWD) Thru: (CIU Field Office or CIU Satellite Offices DSWD-SWAD of 5 Provinces)</i>	Request client to log-in to Visitors' book by Staff on Duty (PACD)/Guard On Duty. <i>(Ang nakatalagang empleyado o Security Guard ay paglalagdaing ang Kliyente sa Visitors' book)</i>	1 minute <i>(isang minuto)</i>	Staff/Guard on Duty <i>(Empleyado o Security Guard)</i>	None <i>(Wala)</i>	Log Book <i>(Librong Paglagdaan)</i>

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN-CHARGE	FEES	FORMS/DOCUMENTS REQUIRED
1	MTA applicant proceed to SWAD offices stationed at the provinces for query, application and assessment	1.SWAD SWO II discuss the MTA guidelines/procedures and documentary requirements	10 minutes	BATANES- AMPARO P. TOBIAS, SWO II CAGAYAN - MARLENE B. TUAZON, SWO II ISABELA - VALENTINA C. MONTERUBIO, SWO II N. VIZCAYA - VIENALYN R. SALUD, SWO II QUIRINO - AIREEN U. GUZMAN, SWO II	None	AO 02

2	Client for screening or verification (Ang Kliyente ay dadaan sa kaukulang pagsusuri)	Verify the name of client in the CIU database whether if she/he is already extended with financial assistance or not within the period of 3 months. (Ang nakatalagang empleyado ay magbeberipika kung ang Kliyente ay hindi pa napagkalooban ng tulong pinansyal sa loob ng tatlong buwan)	1 minute (isang minuto)	Staff on Duty (Empleyado o Security Guard)	None (Wala)	CIU Databank (CIU- base ng mga impormasyon)	SWAD Offices	1.Batanes-SWAD Batanes	2.Thru interview, SWO II determines if applicant is eligible for the issuance of Travel Clearance Certificate	10 minutes	AMPARO P. TOBIAS, SWO II	None	Checklist of Requirements
		If not yet served, client is advised to proceed for assessment/interview by a Social Worker. (Kapag naberipika na hindi pa napagkalooban ng tulong pinansyal sa loob ng tatlong buwan, ang Kliyente ay tutungo sa Social Worker para sa kaukulang pagsusuri)	1 minute (isang minuto)	Staff on Duty (Empleyado o Security Guard)	None (Wala)	Queue Number (Numero)		PSWDO-Basco, Batanes					
3	Client for Interview and Assessment (Ang Kliyente ay maiinterbyu at masusuri)	Interview, assess client and review the presented supporting documents and recommend for appropriate intervention for approval. (Kakapanayamin/interbyuhin, susuriin at rerebyuhin ang mga naiprenesentang dokumento at magrerekomenda ng kaukulang tulong para maaprubahan)	30 minutes (Financial Assistance) and 30 minutes to 1 hour (Special Cases) 30 minuto (pinansyal na tulong) at 30 hanggang 1 oras (Kasong Espesyal)	PSU Head - Franco G. Lopez	None (Wala)	General Intake Sheet and Certificate of Eligibility (Mga dokumentong gamit sa pag-interbyu)		2.Cagayan-SWAD Cagayan Government Regional Center, Carig, Tuguegarao City	3.Provide MTA applicant form to be filled by the applicant	10 minutes	MARLENE B. TUAZON, SWO II	None	MTA Applicant Form
				Social Worker on Duty				3.Isabela-SWAD Isabela Sports Complex, Alibagu, Ilagan Isabela					

CIU FO - Mylene E. Attaban, SWO III
CIU-Satellites - SWAD Provinces
Cagayan - Marlene B. Tuazon, SWO II
Isabela - Valentina C. Monterubio, SWO II

	4. Nueva Vizcaya- SWAD N.Vizcaya, PSWDO Bayombong, N.V.			VIENALYN R. SALUD, SWO II		
	5.Quirino-SWAD Quirino, PSWDO Cabarroguis, Quirino			AIREEN U. GAZMEN, SWO II		
STEP II	MTA applicant proceed to the Field Office with complete documentary requirements and assessment of SWO II			Applicant		Assessment report prepared by SWO II, Minor's Birth Certificate, Marriage Contract of Parents, Certificate of No Marriage fro illegitimate children, Affidavit of Consent by both parents, Photocopy of passport of traveling companion, 2 pcs. 2x2 Passport Size Picture of Minor
DSWD Field Office 02	Applicant shall drop off at the Guardhouse to log on in the book provided	The Guard issue queing number to the client and advise applicant to proceed to Protective Services Unit with the issued queing number and request slip	5 minutes	Guard-on-duty	None	Queing card

				Quirino - Aireen U. Gazmen, SWO II				The Focal Person review submitted documents by the MTA applicant, if document with discrepancies, explain to applicant and resolve issue	15 minutes	Dawn S. Garcia, SWO II		Complete MTA documents		
				Nueva Vizcaya - Vienalyn R. Salud, SWO II				If in order, issue payment slip	1 minute	Dawn S. Garcia, SWO II		Payment Slip		
				Batanes - Amparo P. Tobias, SWO II										
4	Client receives assistance either financial assistance, material assistance, referral or guarantee letter (Ang Kliyente ay pagkalooban ng alinman sa mga tulong, tulad ng pinansyal, materyal, referral o guarantee letter)	Provision of appropriate assistance to client: (Pagbibigay ng kaukulang tulong sa Kliyente)						3	MTA Applicant proceed to Cashier's Office for payment	Cashier's office to receive payment and issuance of official receipt	3 minutes	Laurita S. Castaneda, AO V/Cashier	1 Year validity P300.00/Child and 2 Years Validity P600/Child	Official Receipt
4								4	MTA Applicant go back to Protective Services Unit and submit number of the official receipt issued by the Cashier's Office	Process MTA Card for endorsement and initial of the Head of the Protective Services Unit	5 minutes	Dawn S. Garcia, SWO II		MTA Card
4a		If eligible with complete documents and approved for financial assistance, either for medical, burial,	30 minutes (30 minuto)	<b>Social Worker on Duty</b>	None (Wala)	Cash Assistance Payroll				Facilitate endorsement of RD/ARD's approval	15 minutes	Director IV-Ponciana P. Condoy / OIC-ARD Lucia S. Alan		MTA CARD

	<p>transportation, educational and other emergency needs , advise client to receive financial assistance and sign in the payroll (for cash outright) from the Special Disbursing Officer.</p> <p><b>(Kapag nasuring karapat-dapat at kumpleto ang dokumento at naaprubahan para sa pinansyal na tulong, ang kliyente ay pagkakalooban ng naturang tulong pagkaraang lumagda sa Cash Assistance Payroll)</b></p>
4b	<p>If qualified for material assistance , provides the assistance (family food pack) and client signs in the log book.</p> <p><b>(Kapag nasuring materyal ang kinakailangang tulong, ang Kliyente ay</b></p>

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Quirino - Aireen U. Gazmen, SWO II
Nueva Vizcaya - Vienalyn R. Salud, SWO II
Batanes - Amparo P. Tobias, SWO II
<b>Social Worker on Duty</b>
CIU FO - Mylene E. Attaban, SWO III
CIU-Satellites - SWAD Office
Cagayan - Marlene B. Tuazon, SWO II
Isabela - Valentina C. Monterubio, SWO II

None	Logbook
<b>(Wala)</b>	

5	Applicant submit photocopy signed/approved travel clearance	Section Clerk to enter at the MTA logbook data of applicant issued with Travel Clearance for Minors.	1 minute	Section Clerk		MTA Logbook
		Dry sealing of the original Travel Clearance with the three photocopies.	30 seconds	Section Clerk		MTA Card
		Issuance of Travel Clearance to MTA applicant (2 photocopies of the MTA card will be issued with the original copy and the 3 <sup>rd</sup> copy will be left at the Field Office for file.	30 seconds	Section Clerk		MTA Card
<b>END OF TRANSACTION</b>						

<b>FEEDBACK/COMPLAINTS/SUGGESTIONS</b>
<p><b>For our Clients and Partners</b>  <i>(Para sa aming mga Kliyente at mga Katuwang) :</i></p> <p><b>The opinions of, complaints, feedback from our clients and partners regarding the services availed at the Department of Social Welfare and Development- Field Office 02 is very important to us to improve our work. We also welcome queries/complaints on our various programs, projects and services thru the following:</b></p> <p><i>(Ang inyong tanong, reklamo, mungkahi at opinion ukol sa mga programa at serbisyo ng Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad (DSWD FO 02) ay mahalaga upang mapabuti ang aming paglilingkod. Malugod po naming tinatanggap ang mga ito sa pamamagitan ng mga sumusunod):</i></p> <ul style="list-style-type: none"> <li>• Twitter – DSWD_FO2</li> <li>• Facebook – DSWD DOS</li> <li>• Email – fo2.dswd.gov.ph</li> <li>• Landline – (078)846-7043(Telefax), (078)304-0586 (ORD), (078)396-0051(CIU), (078)304-1004(Lobby)</li> <li>• Address - #3, Dalan na Pagayaya, Regional Government Center, Carig Sur,</li> </ul>

			<p>pagkakaaloban ng family food pack o kasuotan pagkaraang lumagda sa log book)</p>	<p>Quirino - Aireen U. Gazmen, SWO II</p> <p>Nueva Vizcaya - Vienalyn R. Salud, SWO II</p> <p>Batanes - Amparo P. Tobias, SWO II</p>		
4c	<p>If qualified for referral to other agencies, issue referral letter to client. (Kapag nasuring referral letter para sa ibang ahensiya ang kinakailangan, ang Kliyente ay pagkakaaloban ng referral letter)</p>	<p>10 minutes (10 minuto)</p>	<p><b>Social Worker on Duty</b></p> <p>CIU FO - Mylene E. Attaban</p> <p>CIU-Satellites - SWAD Office</p> <p>Cagayan - Marlene B. Tuazon, SWO II</p> <p>Isabela - Valentina C. Monterubio, SWO II</p> <p>Quirino - Aireen U. Gazmen, SWO II</p> <p>Nueva Vizcaya - Vienalyn R. Salud, SWO II</p> <p>Batanes - Amparo P. Tobias, SWO II</p>	<p>None (Wala)</p>	<p>Referral Letter</p>	
4d	<p>If qualified for a guarantee letter, issue the guarantee letter to client once approved by the PSU Head and the Regional Director. (Kapag nasuring eligible para sa guarantee letter, pagkalooban ang Kliyente ng guarantee letter kapag napirmahan na ng PSU Head at ng Regional Director)</p>	<p>within 3 days (sa loob ng 3 araw)</p>	<p>Director IV - Ponciana P. Condoy</p> <p>PSU Head - Franco G. Lopez</p> <p><b>Social Worker on Duty</b></p> <p>CIU FO - Mylene E. Attaban, SWO III</p> <p>CIU-Satellites - SWAD Office</p> <p>Cagayan - Marlene B. Tuazon, SWO II</p> <p>Isabela - Valentina C. Monterubio, SWO II</p> <p>Quirino - Aireen U. Gazmen, SWO II</p> <p>Nueva Vizcaya - Vienalyn R. Salud, SWO II</p> <p>Batanes - Amparo P. Tobias, SWO II</p>	<p>None (Wala)</p>	<p>Guarantee Letter</p>	
4e	<p>If not qualified due to lack of supporting documents, advise client to comply with all the requirements and shall come back once documents are completed. (Kapag nasuring eligible nguni't may kakulangan)</p>	<p>5 minutes (5 minuto)</p>	<p><b>Social Worker on Duty</b></p> <p>CIU FO - Mylene E. Attaban, SWO III</p> <p>CIU-Satellites - SWAD Office</p> <p>Cagayan - Marlene B. Tuazon, SWO II</p> <p>Isabela - Valentina C. Monterubio, SWO II</p>	<p>None (Wala)</p>	<p>Logbook</p>	

Tuguegarao City, Cagayan

For more information, you may visit our website:  
(Para sa karagandang impormasyon, maaring bisitahin ang aming website):  
<http://www.fo2.dswd.gov.ph/>

may kinakailangang dokumento, kakausapin/papayuhan ang kliyente na magbalik sa opisina kung makumpleto na ang mga dokumentong kinakailangan).

Quirino - Aireen U. Gazmen, SWO II
Nueva Vizcaya - Vienalyn R. Salud, SWO II
Batanes - Amparo P. Tobias, SWO II

END OF TRANSACTION