Process on releasing of Stipend to Social Pension Beneficiaries

Upon approval of application and inclusion in the Social Pension Program, the eligible and indigent senior citizen will now proceed to availment of semestral stipend.

Superia.					
OFFICE/ DIVISIO		Social Pension Program Management Office (SPPMO)/			nt Office
	P	Protective Services Division (PSD)			
CLASSIFICATION	N S	Simple			
TYPE OF TRANS	ACTION G	Government to Citizens			
WHO MAY AVAIL	s G S (I A	Sixty Years old (60) and above senior who are: Frail, sickly, or with disability; No pension from the Government Service System (GSIS), Social Security System (SSS), Philippine Veterans Affairs Office (PVAO), Arm Forces and Police Mutual Benefits Association, Inc., any other insurance company; No permanent source of income; and No regular support from family or relatives for his/her basic needs.			
CHECKLIST OR REQUIREMENTS			WHERE TO SECURE		
Beneficiaries: Senior Citizen Identification Card (Original with 2 photocopy)		Office of the Senior Citizen Affairs (OSCA) LGU			
Authorized Representative:					
 Senior Citizens ID (Original with 2 photocopy) 		Office of the Senior Citizen Affairs			
 Original copy of Authorization Letter with Signature/thumb mark of pensioner 		Pensioner			
Picture of Pensioner and Authorized Representative holding the latest newspaper (must be taken on or before pay-out)		Pensioner			
Valid Government issued ID of Authorized representative (original & 2 photocopy)*		SSS,GSIS, DFA, PHILPOST, PRC, TIN			
*The validator sh further verification	*The validator shall request additional requirements depending on the case for				
CLIENT STEPS	AGENCY ACTIONS		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE

Presentation and submission of the Requirements to the assigned validator Note: ensure to submit all needed documentary requirements for validation.	1. Review and thorough checking of the completeness of requirements and accuracy of information of pensioner vis-à-vis payroll. Note: If the requirements are complete.	None	5 minutes	Admin Aide IV, Admin Asst. III (Validator) SPPMO
	1.1 Incomplete requirements, inform the pensioner of the lacking documents Note: In case of discrepancies in RAO vs. ID's, Certificate will be Issued by the OSCA from LGU		3 minutes	Admin Aide IV, Admin Asst. III (Validator) SPPMO
2. Sign-in to payroll and documents that requires their signature and or thumb mark	2. With complete requirements, let the pensioner sign the payroll and other documents. Issue stub & copy of validated documents to the pensioner.	none	5 minutes	Admin Aide IV, Admin Asst. III (Validator) SPPMO

3. Proceed to SDO/Paymaster for receipt of stipend	3. Rechecking of the validated documents. Release the stipend.	none	3minutes	Special Disbursing Officer/ Paymaster
4. Proceed to the picture-taking area	4. Take a photo of the social pensioner holding his/her OSCA ID and pension.	None	2 minutes	Admin Aide IV, Admin Asst. III (Validator) SPPMO
	The photo will be uploaded to the database of Social Pension Information System			Admin Asst. III, Admin Aide IV (Database) SPPMO
	TOTAL	None	18 minutes	

FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback	Please let us know we have served you by sending your feedback and suggestion through email (foncr@dswd.gov.ph) and telephone numbers 733-0010 local 105 or 5-310-0735.			
How feedbacks are processed	The Admin Assistant II will consolidate all the feedback and forwarded it to SPPMO Head for proper actions. SPPMO Head discusses the Feedback of the Clients to the Staff and to the management for Office improvement.			
How to file a complaint	Please let us know we have served you by sending your complaint through email (foncr@dswd.gov.ph) and telephone number 87330010 loc 105 0r 5-310-0735.			
How complaints are processed	The Admin Assistant II will consolidate all the Complaint and forwarded it to SPPMO Head for proper actions. SPPMO Head discusses the complaints of the Clients to the SPPMO Staff			

	and to the management for proper action
Contact Information of CCB, PCC, ARTA	ARTA: 8-478-5093 complaints@arta.gov.ph PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565

List of Offices

Office	Address	Contact Information
Social Pension Program	DSWD-NCR	Tel. No: (5)310-0735
Management Office	#389 San Rafael St. cor.	Trunkline No: (8)733-0010 loc
(SPPMO)	Legarda St., Sampaloc,	105
1 st Floor	Manila	