

## 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.

<b>OFFICE/ DIVISION</b>	Social Pension Program Management Office (SPPMO)/ Protective Services Division (PSD)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	Government to Citizens			
<b>WHO MAY AVAIL</b>	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.			
<b>CHECKLIST OR REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Beneficiaries:</b> Senior Citizen Identification Card (Original with 2 photocopy)		Office of the Senior Citizen Affairs (OSCA) LGU		
<b>Authorized Representative:</b>				
1. Senior Citizens ID (Original with 2 photocopy)		Office of the Senior Citizen Affairs		
2. Original copy of Authorization Letter with Signature/thumb mark of pensioner		Pensioner		
3. Picture of Pensioner and Authorized Representative holding the latest newspaper ( must be taken on or before pay-out)		Pensioner		
4. Valid Government issued ID of Authorized representative (original & 2 photocopy)*		SSS,GSIS, DFA, PHILPOST, PRC, TIN		
<b>*The validator shall request additional requirements depending on the case for further verification</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



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

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Please let us know we have served you by sending your feedback and suggestion through email ( <a href="mailto:foncr@dswd.gov.ph">foncr@dswd.gov.ph</a> ) 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 ( <a href="mailto:foncr@dswd.gov.ph">foncr@dswd.gov.ph</a> ) and telephone number 87330010 loc 105 Or 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	<b>ARTA:</b> 8-478-5093 <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> <b>PCC:</b> pcc@malacanang.gov.ph 8888 <b>CCB:</b> email@contactcenterngbayan.gov.ph 0908-881-6565

### List of Offices

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