Processing of Social Pension Application

The application for Social Pension Program involves Evaluation of Application, Assessment and Interview and endorsement to Local Government Unit specifically to City Social Welfare and Development (CSWDO) and Office of the Senior Citizen Affairs (OSCA).

OFFICE/ DIVISION	Social Pension Program Management Office (SPPMO)/ Protective Services Division (PSD)
CLASSIFICATION	Simple
TYPE OF TRANSACTION	Government to Citizens
WHO MAY AVAIL	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 OF REQUIREMENTS	WHERE TO SECURE
Original Copy of Senior Citizen Identification Card (ID) With 2 photocopies	Office of the Senior Citizen Affairs Office (OSCA)
Application form	Social Pension Program Management Office
1x1 pic	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of authentic and valid Office of the Senior Citizen (OSCA) Identification Card at the assigned Officer of the day (OD) of the Social Pension Project Management Office	1.Review of the OSCA ID presented by the applicant	None	1 minute	*Project Development Officer I/ II, Social Welfare Officer II, Admin Officer II, Admin Asst. III* SPPMO
	1.1 Checking of the applicant's personal		5 minutes	*Project Development Officer I/ II, Social Welfare Officer II,*

	information in the Social Pension Database to determine if the client is an existing social pensioner			*Admin Officer II, Admin Asst. III* SPPMO
	1.2 If existing, client will be immediately informed on the schedule of cash pay-out		5 minutes	*Project Development Officer I/ II, Social Welfare Officer II, Admin Officer II, Admin Asst. III* SPPMO
2. Provide accurate and factual information during the intake interview of the OD of the Social Pension Project Management Office .	2. If not existing social pensioner, conduct intake interview with the applicant and fill-out the Social pension Application form with 1x1 picture in order to evaluate and assess the eligibility of the applicant n the social pension program	None	15 minutes	*Project Development Officer I/ II, Social Welfare Officer II, Admin Officer II, Admin Asst. III* SPPMO
	2.1 Inform the applicant regarding the endorsement of the complete Social Pension Intake Sheet and the attached photocopy of OSCA ID to their			*Project Development Officer I/ II, Social*

	respective LGU for revalidation and scheduling of home visit		4 minutes	*Welfare Officer II, Admin Officer II, Admin Asst. III* SPPMO
	2.2.The application form with 1x1 picture of all the walk-in applicant will be consolidated and will be forwarded by OD to the respective Focal Person to officially endorse the name of the applicant to LGU for their reference 2.3. Received endorsement of hard and soft copy of master list from LGU		5 minutes	*Project Development Officer I/ II, Social Welfare Officer II, Administrative Officer II* SPPMO
	2.4 Name matching and duplicity checking of submitted masterlist 2.5 Conduct home visit/ validation on senior citizen in coordination with CSWD and			*Project Development Officer I/ II, Social Welfare Officer II*

			3 minutes (with waiting time depends on the submission of LGU)	SPPMO
	OSCA			
	2.6 Encode Social Pension General Intake Sheet		3 working days	*Admin Asst. III*, Admin Aide IV *(Database)* SPPMO
	Note: In case the data reflected on the Social Pension general intake sheet is incomplete re-validation thru home visit will be conducted again		30 minutes per client (Duration of validation may vary depending on the number of Senior Citizen applicant)	*PDO I/II, Social Welfare Officer II, Admin Assist.III, Admin Aide IV* SPPMO
	2.7 When all the data is complete upon encoding, the database will consolidate the encoded list for duplicity, ensure the accuracy of the information		3 minutes per form	*PDO I/ II, Admin Assist.III, Admin Aide IV* SPPMO
	2.8 The consolidated list will be forwarded to DSWD Central Office for eligibility checking			
	2.9 Received Clean list from DSWD Central			

	office and conduct counter checking of downloaded list Note: If client is not eligible, the focal person will inform the Senior Citizen on the result of validation thru letter		3 working days	*Admin Assist. III, Admin Aide IV* *(Database)* SPPMO
	2.10 If client is eligible based on the clean list, Senior Citizen will be included on the waiting list subject to availability of the slot		5 minutes	*Admin Assist. III, Admin Aide IV* *(Database)* SPPMO
			4 hours	*Admin Assist. III, Admin Aide IV* *(Database)* SPPMO

			3 working days	*PDO I/ II, Social Welfare Officer II* SPPMO
			5 minutes	*Admin Assist. III, Admin Aide IV* *(Database)* SPPMO
	TOTAL	**NONE**	**9 days, 5hrs, 26 minutes**	