

Procedure in the Implementation of the Social Pension for Indigent Senior Citizens (SPISC)

The Social Pension for Indigent Senior Citizens (SPISC) is a social protection scheme for the welfare of senior citizens in compliance with the Republic Act No. 9994 or the “Expanded Senior Citizens Act of 2010” which institutionalized social protection to senior citizens by providing additional government assistance to indigent senior citizens which aims to augment the daily subsistence and other medical needs of the eligible beneficiaries based on the eligibility criteria as mentioned below.

Office or Division:	Social Pension Program Management Officer (SPPMO) – Protective Services Division (PSD)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizens G2G - Government to Government
Who may avail:	Indigent Senior Citizens who are: <ul style="list-style-type: none"> a) Sixty (60) years old and above indigent senior citizens who are frail, sickly, bedridden, or with a disability. b) No Permanent source of income. c) No regular support from family or relatives for his/her basic needs d) No pension from Government Service System (GSIS), Social Security System (SSS), Philippine Veterans Affairs Office (PVAO), Police Mutual Benefits Association, Inc., and any other insurance company or/and agencies.
CHECKLIST OF REQUIREMENTS	
<p>One (1) photocopy of the OSCA ID or any Valid Government-Issued ID indicating the birth date of the senior citizens such as but not limited to the following:</p> <ol style="list-style-type: none"> 1. PhilSys ID 2. Driver’s License 3. Philhealth ID 4. Voter’s ID 5. Postal ID 6. Federation ID <p><i>*The indigent senior citizen applicant is likewise encouraged to present the original copy of his/her OSCA ID or valid ID for further information verification.</i></p>	<p>WHERE TO SECURE</p> <p>OSCA at the Local Government Unit or any Government Agency issuing the listed identification cards.</p>
<p>One (1) original copy of the fully accomplished and signed Social Pension Application Form</p>	<p>The indigent senior citizen applicant shall inquire and/or submit the needed documentary requirements to the following:</p> <p>Barangay Senior Citizens Association (BSCA) Office for Senior Citizens Affairs (OSCA) Local Social Welfare and Development Office (LSWDO)</p>

		DSWD Field Office through the Regional Social Pension Unit (DSWD FO-RSPU) DSWD Central Office through the Older Persons Unit under the Program Management Bureau (DSWD CO-OPU) BSCA/ OSCA/ LSWDO/ DSWD FO-RSPU to provide one (1) copy of the Social Pension Application Form to the indigent senior citizen applicant. <i>*no application is processed in the DSWD CO-OPU. All applications will be endorsed to the DSWD FO-RSPU.</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
APPLICATION AND PRESENTATION OF NECESSARY DOCUMENTARY REQUIREMENTS OF THE INDIGENT SENIOR CITIZEN TO THE SOCIAL PENSION PROGRAM <i>*The same client steps shall be applied to indigent senior citizens re-applying to the program due to possible previous removal or inactivity to the social pension.</i>				
A. INDIGENT SENIOR CITIZEN APPLIES FOR SOC PEN THROUGH EITHER OF THE FOLLOWING OFFICES LOCATED AT THEIR CITY/ MUNICIPALITY a. Barangay Senior Citizens Association (BSCA) b. Office for Senior Citizens Affairs (OSCA) c. Local Social Welfare and Development Office (LSWDO) <i>*As recommended, the LGU processes shall be excluded from this citizens' charter thus the LGUs shall prepare a Citizens' Charter to ensure accountability and responsiveness between the DSWD and LGUs. Nonetheless, it must be noted that SocPen application processing through the BSCA/OSCA/LSWDO is the most utilized service modality in the regions.</i>				
B. INDIGENT SENIOR CITIZEN APPLIES FOR SOC PEN THROUGH THE DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT FIELD OFFICE - NCR				
1. The indigent senior citizen applicant goes to the DSWD FO-NCR (SPPMO) to apply for his/ her possible inclusion in the Social Pension Program.	1.1 The SPPMO Staff is to provide a copy of the Social Pension Application Form to the Indigent Senior Citizens.	None	None	Ms. Jhonabie M. Villamor SWO III – OIC, Social Pension Program Management Office
2. The indigent senior citizen applicant fills up and submits the accomplished Social Pension Program Application Form to the SPPMO	2.1 The SPPMO Staff shall assist the indigent senior citizen applicant in filling up the form and provide the necessary information to the senior citizen regarding his 2.1.1 The SPPMO Staff shall accept and	None	30 minutes processing time for the indigent senior citizen to complete his/her presentation of interest to apply to SocPen at the SPPMO.	Ms. Jhonabie M. Villamor SWO III – OIC, Social Pension Program Management Office

	<p>verify the completeness of the accomplished application form together with one (1) original and/or photocopy of the OSCA ID or any valid government-issued ID indicating the birthdate of the senior citizen presented.</p>			
	<p>2.1.2 The SPPMO Staff shall notify and/or endorse the concerned LGUs for initial validation of applications such as confirmation of residence, etc. upon receipt of applications from walk-in clients.</p> <p>Note: The SPPMO Staff <i>may provide one (1) photocopy of the received application form to the indigent senior citizen for record purposes.</i></p> <p><i>It is further recommended that the applicant presents his/her original copy of OSCA ID and/or any government-issued IDs for verification purposes.</i></p>			
<p align="center">C. INDIGENT SENIOR CITIZEN GOES TO THE DSWD CENTRAL OFFICE - OLDER PERSONS UNIT TO SIGNIFY INTEREST IN APPLYING TO SOCPEN FOR ENDORSEMENT TO THE DSWD FO - NCR</p>				
<p>1. The indigent senior citizen applicant goes to the DSWD FO-NCR to signify interest in applying to the Social Pension</p>	<p>The DSWD FO-NCR - SPPMO receives and interviews the indigent senior citizen applicant</p>	<p align="center">None</p>	<p align="center">30 minutes <i>processing time for the indigent senior citizen to complete his/her</i></p>	<p align="center"><i>Ms. Jhonabie M. Villamor SWO III – OIC, Social Pension Program Management Office</i></p>

<p>Program as a possible beneficiary.</p>	<p>through walk-in, phone-in, and email inquiries to get the following information for referral to the appropriate Field Office:</p> <p>Name Age and Birthdate Address Contact Information Other pertinent details on the application</p> <p>Note: <i>There shall be no processing of program applications being done at the Central Office level.</i></p> <p><i>The RSPU shall conduct the necessary application procedures.</i></p> <p><i>All application requests received by the DSWD CO-OPU shall be officially communicated with the senior citizen's information to their respective DSWD FO-RSPU for action.</i></p> <p><i>It is further recommended that the applicant presents his/her original copy of OSCA ID and/or any government-issued IDs for</i></p>		<p><i>presentation of interest to apply to SocPen at the SPPMO.</i></p>	
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	<i>verification purposes.</i>			
II. THE INDIGENT SENIOR CITIZEN APPLICANTS WILL BE SUBJECTED FOR VALIDATION AND ASSESSMENT BASED ON THE PROGRAM CRITERIA				
<p>2. The indigent senior citizen applicant undergoes validation and assessment to determine if he/she is eligible for the social pension.</p>	<p>2.1. SPPMO Staff shall schedule and inform through a written letter and/or other tangible means of communication such as email/ text message, etc. the OSCA/ LSWDO on the conduct of validation and assessment based on either/or of the following received consolidated and certified list from the LSWDO/ walk-in applicants/ referrals from different stakeholders to the RSPU, as follows:</p> <p>List of potential beneficiaries - new applications List of potential beneficiaries - re-application (if any) List of delisted and replacement beneficiaries for inclusion in the beneficiaries to be validated/ re-validated by the SPPMO.</p>	None	<p>1 hour (maximum processing for the conduct of the interviews during validation per applicant)</p>	<p><i>Ms. Jhonabie M. Villamor</i> SWO III – OIC, Social Pension Program Management Office</p> <p><i>Atty. Norjanizah Airah R. Calaca</i> SWO V – Chief, Protective Services Division</p>
	<p>2.2 The SPPMO Staff shall take the lead in the conduct of the validation of the</p>			

	<p>indigent senior citizen applicants, validating the information provided, using the General Intake Sheet (GIS) to determine the eligibility to the program.</p>			
	<p>2.2.1 Assessment of the beneficiary will be written in the General Intake Sheet (GIS) or the Social Pension Beneficiary Update Form (SPBUF) and shall be the basis for the final list of beneficiaries to be encoded in the Social Pension Information System (SPIS) and endorsed for cross-matching to the DSWD-OPU.</p>			
	<p>2.2.2 The LSWDO shall also submit the list of delisted/ replacement SocPen beneficiaries for validation and assessment.</p> <p><i>Note: Validation and assessment of potential beneficiaries shall be done through an interview during the home visit.</i></p>			

III. THE SOCIAL PENSION BENEFICIARY IS NOTIFIED, GOES TO THE PAYOUT VENUE AND RECEIVES HIS/ HER STIPEND

<p>3. The SocPen beneficiary is notified of his/ her qualification to the program.</p>	<p>3.1 The SPPMO Staff shall endorse to the OSCA/LSWDO the approved list of SocPen beneficiaries. The OSCA Head shall then notify the senior citizen through a written letter and/or other tangible means of communication such as email/ text message, etc. of his/her inclusion as a beneficiary of the program.</p>			<p><i>Ms. Jhonabie M. Villamor SWO III – OIC, Social Pension Program Management Office</i></p> <p><i>Atty. Norjanizah Airah R. Calaca SWO V – Chief, Protective Services Division</i></p>
<p>4. Appear during the payout schedule</p> <p>Present the original and/or photocopy copy of his/her OSCA ID or any valid government-issued ID/federation ID indicating his/her date of birth.</p> <p>In cases of SocPen beneficiary who cannot personally appear at the payout venue, S/he may designate his/her authorized representative and shall present and submit the original and photocopy of the following requirements:</p> <p>A. Authorized representative's valid government-issued ID or any valid certificate such as birth certificate, etc.</p>	<p>4.1 The SPPMO/ Staff and/or the LGU shall conduct a brief orientation to the SocPen beneficiaries and/or their authorized representatives on the procedure of the program.</p>	<p>None</p>	<p>12 hours</p> <p><i>*Maximum processing time a social pension beneficiary undergoes in a payout as it depends on the number of SocPen beneficiaries present at the payout to receive his/her stipend.</i></p> <p><i>** Please note that the payout for one barangay is a whole-day activity and may take up to 5 days for the whole LGU.</i></p>	<p><i>Ms. Jhonabie M. Villamor SWO III – OIC, Social Pension Program Management Office</i></p> <p><i>Atty. Norjanizah Airah R. Calaca SWO V – Chief, Protective Services Division</i></p>
<p>4.1.1 The SPPMO shall ensure the completeness and authenticity of the presented requirements by the SocPen beneficiary before releasing the stipend.</p>				

<p>B. SocPen beneficiary's OSCA ID or any valid government-issued ID.</p> <p>Authorization/ certification letter from the beneficiary indicating the name of the authorized representative and the reason/s of inability to personally claim his/her stipend at the time of the payout.</p>				
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IV. FILLING OUT OF THE CLIENT SATISFACTION MEASUREMENT FORM

<p>5. The SocPen beneficiary or his/her authorized representative shall accomplish the Client Satisfaction Measurement Form (CSMF) to rate the services provided by the DSWD.</p> <p>The accomplished CSMF shall be submitted to the SPPMO staff</p>	<p>5.1 The DSWD FO-RSPU Focal/ Staff to assist the SocPen beneficiary or his/her authorized representative in the accomplishment of the CSMF.</p> <p>5.1.1 The SPPMO Staff shall ensure confidentiality and proper consolidation of the CSMF for subsequent submission to the ARTU as MOVs.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Ms. Jhonabie M. Villamor SWO III – OIC, Social Pension Program Management Office</i></p> <p><i>Atty. Norjanizah Airah R. Calaca SWO V – Chief, Protective Services Division</i></p>
TOTAL		NONE	13 hours, 40 minutes	

**Processing time depends on the number of beneficiaries per Barangay, per LGU, and the output capability of SDOs.*

NOTE: This Citizens' Charter (CC) is limited to the DSWD processes involving the client - the indigent senior citizen applicant and the SocPen beneficiaries. The CC shall cover the following procedures, as follows: (1) application and presentation of documents of the indigent senior citizen, (2) participation of the indigent senior citizen in the validation and assessment, (3) notification and attendance of the SocPen beneficiary to the cash payout through the DSWD or LGUs under TOF, (4) Filling out of the CSMF of the SocPen Beneficiaries or his/her authorized representative.

Other DSWD processes not directly involving the client shall be separated and included in the program's Standard Operating Procedures. The processing of eligibility and release of cash advances of the social pension payment is a separate process being done by the DSWD Field Office in coordination with the concerned LGUs.

The SPISC is currently implementing two modes of payments, (a) Cash Payment through identified SDOs and (2) Transfer of funds to LGUs, hence, there may be differences in the turnaround/processing time. The SocPen Team needs staff augmentation from other programs/units for the conduct of simultaneous pay-outs considering the huge number of beneficiaries per region. It is further noted that the program has no plantilla personnel hence, the pay-out depends on the number of SDOs of other programs/units who are available to handle the social pension cash advances.

The Turnaround/ Processing time depends on the social pension beneficiary's capacity, availability of the DSWD Field Office identified SDOs, schedules of payout, number of social pension beneficiaries present at the conduct of the payout, and other geographical location/ logistical requirements as agreed upon by the FOs and LGUs.