

# CITY SOCIAL WELFARE & DEVELOPMENT OFFICE

CSWD Main Office, Saray, Iligan City  
Tel.: (063) 221-2488 / 222-3417

<b>Frontline Service</b>	:	<b>SENIOR CITIZENS/ELDERLY PERSONS WELFARE PROGRAM - AVAILMENT OF SOCIAL PENSION</b>
<b>Schedule of Availability of Service</b>	:	8:00AM-5:00PM Daily (No noon break) excluding Saturdays, Sundays and Holidays. On Mondays provision of services starts after flag raising
<b>Where</b>	:	SC/PWD Program Office - CSWD Main Office, Saray, Iligan City
<b>Who may Avail of the Services</b>	:	Senior citizen/elderly person, 60 years old and above, frail, sickly, indigent- no permanent or no support at all from family, no pension from SSS, GSIS etc
<b>What are the Requirements</b>	:	1) 4 copies filled up application form 2) 2 copies 1x1 pictures 3) Xeroxed OSCA ID

**Duration : 11 hours and 50 minutes**

## How to avail of the Services:

Step	Applicant/Client	Service Provider	Duration of Activity under normal circumstances	Person In Charge	Fees	Forms/Documents/ Materials Needed
1.	Client goes to the SC/PWD Office to avail of the social pension	Interview and check the correctness and completeness of the data entered in the Application Form	10 minutes	Leonida P. Lluisma SWO IV Nilda P. Onque YDO III	None	General Intake Sheet Application Form
		Inform client to secure requirements	10 minutes			Check List of Requirements

## How to avail the service

## SENIOR CITIZENS/ELDERLY PERSONS WELFARE PROGRAM - AVAILMENT OF SOCIAL PENSION

Step	Applicant/Client	Service Provider	Duration of Activity under normal circumstances	Person In Charge	Fees	Forms/Documents/ Materials Needed
2.	Submits requirements	Check completeness of requirements	10 minutes			
3	Waits for approval of Application	Coordinate with SC chapter president, OSCA Focal Person, FSCAP President and barangay committee chairperson on Senior Citizens for validation	1 day			Application Form Supporting Papers
		Submit filled up application form with Xeroxed OSCA ID at OSCA Office	1 hour			
		Coordinate with OSCA secretariat for submission to DSWD RSPU (Regional Social Pension Unit)	10 minutes			
		Facilitate approval of application and inform client when application is approved	10 minutes			
4	Client starts receiving Monthly Social Pension	Facilitate in the distribution on Social Pension	2 hours			
<b>End of Transaction</b>						