

CGPP Citizens' Charter

Table 16. Office of the City Social Welfare and Development Officer

SERVICE STANDARDS

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
Issuance of CSWD Documents a. Social Case Study Report	1. Submit request letter form	1. Receive request letter	1. Request letter	None	5 minutes	Fe D. Raiz/ Belinda M. Macapobre/ Teresita C. Austria/ Susan D. Dadule/ Dolores S. Gatpandan/ Ma. Leonila C. Mojal/ Aniceta C. Pascua
	2. Cooperate with the service provider and disclose important information	2. Interview client/extract information from the client to gather accurate data	2. Intake sheet		30 minutes	
		3. Fill-out intake sheet			30 minutes	
		4. Review and sign intake sheet			10 minutes	
		5. Prepare Social Case Study Report			1 hour	
		6. Review and sign Social Case Study Report			30 minutes	
		3. Receive Social Case Study Report and register in the logbook	7. Release/issue Social Case Study Report			

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FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
		5. Review and sign referral letter			20 minutes	Amelia T. Bachiller/ City SWDO Lolita C. Yulo
	2. Receive referral letter and register in the logbook	6. Issue/release referral letter			10 minutes	Felicidad N. Balatero

Approved by:


LOLITA C. YULO
 City Social Welfare Officer II