DSWD
Department of Social Welfare and Development
BAGONG PILIPINAS

MEMORANDUM CIRCULAR
No. 22
Series of 2026

SUBJECT : REVISED GUIDELINES IN THE IMPLEMENTATION OF THE SOCIAL PENSION FOR INDIGENT SENIOR CITIZENS

I. RATIONALE

The State recognizes older persons as valuable members of society who are entitled to social protection, dignity, and opportunities to remain active and productive members of their families and communities. In accordance with the Constitution, Republic Act (RA) No. 7432, as amended by RA No. 9994, and RA No. 11916, the Department of Social Welfare and Development (DSWD) shall ensure that the implementation of the Social Pension for Indigent Senior Citizens (SPISC) Program remains responsive to the evolving demographic and socioeconomic conditions of the country's growing older population.

Recognizing these developments, the government has continuously strengthened its social protection system for older persons. Through RA No. 11916, the monthly social pension was increased from Five Hundred Pesos (Php500.00) to One Thousand Pesos (Php1,000.00), reaffirming the State's commitment to providing greater income security for indigent senior citizens. For Calendar Year (CY) 2026, the National Government allocated funding to support more than 4.2 million indigent senior citizens nationwide, making the SPISC Program one of the country's largest non-contributory social assistance programs.

This commitment is further reinforced by global demographic trends recognized under the United Nations Decade of Healthy Ageing (2021-2030), which highlights population ageing as one of the defining demographic transformations. Globally, one in every six people is projected to be aged 60 years old or over by 2030, while the number of older persons is expected to increase from 1 billion in 2020 to 1.4 billion by 2030. Likewise, the Philippines is experiencing a significant demographic transition. Based on the 2024 Census of Population, there were 11.42 million senior citizens aged 60 years and above, representing 10.2% of the country's household population. This trend underscores the need for responsive and sustainable social protection programs that address both the increasing demand for income security and the opportunities presented by an ageing society.

Further, the country's ageing population presents opportunities to advance the Silver economy, which recognizes older persons not merely as recipients of social assistance but as active contributors to economic, social, and community development. The silver economy promotes policies that enable older persons to remain healthy, productive, financially resilient, and socially engaged according to their capacities. This means that receipt of modest and non-permanent earnings should not automatically disqualify older persons from receiving social pension benefits. Productive ageing is a policy objective that should be encouraged and should not become a basis for exclusion from social protection. The Guidelines would now adopt a clearer and more objective interpretation based on permanent employment, sustainable entrepreneurial activity, and income levels, taking into account appropriate poverty or income thresholds.

Consistent with this long-term commitment to strengthening the social protection system, the SPISC Program shall contribute to the progressive realization of a universal social pension, subject to funding availability, and to the disqualification under the law of those already receiving pension or permanent source of income. Thus, the implementation of eligibility

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requirements would now support, rather than impede, the realization of this policy direction. While it is clear that RA No. 9994, or the Expanded Senior Citizens Act of 2010, defines an indigent senior citizen as one who is 'frail, sickly, or with disability'; this should be interpreted liberally and consistently with the social protection objectives of the Program. Studies on geriatric health explain that frailty is considered highly prevalent in old age and is defined as a clinical syndrome resulting from cumulative declines across multiple physiological systems, thereby increasing an older person's vulnerability to disability, hospitalization, falls, dependence, and mortality. Likewise, functional disability has been shown to increase with advancing age as aging leads to irreversible physiological changes that reduce the capacity to perform activities of daily living. Research further demonstrates that age, frailty, disability, and multimorbidity are closely interrelated conditions commonly observed among older adults, with frailty being recognized as one of the most prevalent geriatric syndromes associated with aging itself. Accordingly, the statutory references to "frail, sickly, or with disability" should be considered in a manner that expands protection rather than restricts eligibility.

To support this policy direction, the DSWD recognizes the need to strengthen evidence-based targeting mechanisms to ensure that government resources are directed to the vulnerable, such as senior citizens. Section 9 of RA No. 11315, otherwise known as the Community-Based Monitoring System (CBMS) Act, mandates national government agencies to utilize CBMS-generated data in prioritizing social protection programs in areas with the highest incidence of poverty. In line with this mandate, the DSWD shall utilize the CBMS data as one of the primary bases in the identification and prioritization of potential beneficiaries for the SPISC Program to ensure that the assistance is directed to the most vulnerable and indigent senior citizens.

While the CBMS serves as a key tool in identifying potential beneficiaries, the current implementation of the SPISC Program faces several operational challenges. These include risks of exclusion and inclusion errors, outdated beneficiary lists, duplication across regions, and inconsistencies arising from the transition from previous targeting mechanisms. Additionally, gaps in data quality, lack of harmonization across databases, and limited transparency in validation processes have affected the efficiency of beneficiary selection. These issues underscore the need to revise the existing guidelines to ensure a more accurate, consistent, and accountable system. The system should thus provide for exceptional instances where older persons who have not been included in the CBMS can still qualify to benefit from the social insurance provided by the government.

The transition to CBMS-based targeting aims to strengthen evidence-based targeting and data-driven approaches in the identification of eligible SPISC beneficiaries. Likewise, the DSWD, through the Social Registry Office (SRO), shall coordinate with the PSA for the latest available CBMS and other data to maintain the accuracy of records and support effective monitoring and validation of beneficiaries.

The revised guidelines are therefore being introduced to address these concerns by strengthening data validation processes, promoting harmonization of records, and enhancing transparency in beneficiary identification. Ultimately, these improvements aim to ensure more precise targeting, facilitate the timely delivery of benefits, safeguard eligible indigent senior citizens from being erroneously excluded from the Program, and integrate the use of the data generated by the CBMS and other PSA data in the identification of SPISC beneficiaries starting CY 2026 and thereafter.

II. LEGAL BASES

A. National Laws

1. **Section 11, Article XIII of the 1987 Constitution of the Republic of the Philippines** provides that the State shall adopt an integrated and comprehensive approach to health development and prioritize the needs of the underprivileged, sick, elderly, persons with disabilities, women, and children. It shall endeavor to provide free medical care to paupers and promote social justice in all phases of national development.

2. **Republic Act No. 9994,** otherwise known as the ***"Expanded Senior Citizens Act of 2010,"*** provides for the establishment of the Social Pension for Indigent Senior Citizens as a component of the government's social protection program for eligible senior citizens.

3. **Republic Act No. 10173,** otherwise known as the ***"Data Privacy Act of 2012,"*** provides the policy framework governing the processing of personal information. All collection, use, storage, sharing, and processing of personal data shall be undertaken in accordance with the principles of transparency, legitimate purpose, and proportionality and other applicable requirements under the Data Privacy Act.

4. **Republic Act No. 11055,** otherwise known as the ***"Philippine Identification System Act,"*** provides that it is the policy of the State to establish a single national identification system referred to as the "Philippine Identification System" or the "PhilSys" for all citizens and resident aliens of the Republic of the Philippines to promote seamless delivery of service, to improve the efficiency, transparency, and targeted delivery of public and social services.

5. **Republic Act No. 11315,** otherwise known as the ***"Community-Based Monitoring System (CBMS) Act,"*** mandates national government agencies to utilize CBMS-generated data in prioritizing and targeting social protection programs, particularly in areas with high poverty incidence, to ensure timely, relevant, and evidence-based interventions.

6. **Implementing Rules and Regulations (IRR) of Republic Act No. 11916,** otherwise known as the ***"An Act Increasing the Social Pension of Indigent Senior Citizens"*** provides that indigent senior citizens shall be entitled to a monthly social pension of One Thousand Pesos (Php1,000.00) to augment their daily subsistence and medical needs. It further mandates a periodic review of the stipend, subject to applicable laws, rules, and regulations.

7. **Executive Order No. 96, Series of 2025,** entitled ***"Transferring the Attachment of the National Commission of Senior Citizens to the Department of Social Welfare and Development and for Other Purposes,"*** provides that the implementation, distribution, and management of the Social Pension for Indigent Senior Citizens (SPISC) shall remain under the Department of Social Welfare and Development (DSWD), with the National Commission of Senior Citizens (NCSC) providing assistance as may be necessary to support Program implementation.

8. **Republic Act No. 12314,** or the **"General Appropriations Act of 2026,"** and succeeding General Appropriations Act, provides the appropriations for the implementation of government programs, including the SPISC Program. The funding, release, and utilization of SPISC funds shall be subject to the provisions of the applicable General Appropriations Act and existing budgeting, accounting, and auditing rules and regulations.

B. DSWD issuances

1. **DSWD Administrative Order No. 01, Series of 2026,** entitled **"Guidelines on the Disbursement of Financial Assistance Through Hybrid Digital Payout (HDP) Managed by Authorized Government Depository Bank (AGDB) and Financial Service Providers (FSP) for DSWD Programs and Services,"** and subsequent amendments or issuances, prescribes the policies and procedures governing the disbursement of financial assistance through the Hybrid Digital Payout (HDP) scheme for DSWD Programs and services.

2. **DSWD Administrative Order No. 02, Series of 2026,** entitled **"Adoption of the National Beneficiary Identification System for Vulnerable Population (NBIS-VP) or the DSWD Social Registry (DSR),"** and subsequent amendments or issuances, provides for the DSR development and maintenance by the SRO and its interface with the CBMS data from the PSA.

3. **DSWD Memorandum Circular No. 06, Series of 2025,** entitled ***"Amendment to the Enhanced Omnibus Guidelines in the Program Implementation of the Social Pension for Indigent Senior Citizens,"*** amends and further refines the provisions of the Enhanced Omnibus Guidelines in the Program Implementation of the Social Pension for Indigent Senior Citizens to improve targeting accuracy, validation processes, and overall Program implementation efficiency.

4. **DSWD Administrative Order No. 008, Series of 2025,** entitled **"Revised DSWD Guidelines and Procedures in the Use of the Integrated Grievance Redress Management System,"** and subsequent amendments or issuances, support the DSWD's broader goal of digitization and improved governance by centralizing records, enhancing data accessibility, and promoting faster and more effective resolution of complaints.

5. **DSWD Memorandum Circular No. 06, Series of 2024,** entitled ***"Enhanced Omnibus Guidelines in the Program Implementation of the Social Pension for Indigent Senior Citizens,"*** provides the enhanced operational guidelines for the implementation of the Social Pension Program, including beneficiary targeting, validation, and Program administration.

6. **DSWD Administrative Order No. 13, Series of 2021,** entitled ***"Guidelines on the Rules and Regulations in Granting, Utilization and Liquidation of all Cash Advances and the Penalties for Failure to Liquidate within the Prescribed Reglementary Periods"*** rationalizes the policies and standards to govern the granting of cash advances to officials and employees as well as Disbursing Officers and the utilization and liquidation of cash advances in accordance with the government budgeting, accounting, and auditing rules and regulations.

III. DESCRIPTION OF THE PROGRAM

The SPISC Program is a key social protection initiative of the Philippine government that aims to enhance the well-being of senior citizens by providing financial assistance to support their basic subsistence and medical needs. It reflects the State's commitment to social justice and inclusivity by recognizing the dignity, contributions, and welfare of older persons in society.

Under the Program, each eligible beneficiary is entitled to receive a monthly stipend amounting to One Thousand Pesos (Php1,000.00), intended to augment daily living and

medical requirements. This provision is consistent with the State's mandate to prioritize the welfare of disadvantaged sectors and the full implementation of RA No. 11916.

For operational purposes, eligible beneficiaries shall become entitled to receive the Social Pension stipend upon compliance with the applicable eligibility, validation, and payroll inclusion requirements under existing laws, rules, and guidelines. The standard mode of release shall be monthly; however, in cases where monthly disbursement is not operationally feasible, the payment frequency may be adjusted to bimonthly or quarterly, provided that such adjustment is consistent with existing policies and implementing guidelines.

The Program likewise provides mechanisms to ensure continuity and proper release of benefits in exceptional circumstances. In cases where a beneficiary dies prior to the release of the stipend, the amount corresponding to the applicable payment period—whether monthly, bimonthly, or quarterly—may be claimed by the duly authorized representative or next of kin of the deceased beneficiary, subject to submission of required supporting documents as prescribed in the implementing guidelines.

Similarly, in instances where applicable under the delivery schemes, the beneficiary is unable to personally claim the stipend due to valid reasons such as illness, physical impairment, or being bedridden, the stipend may be released to an authorized representative in accordance with established procedures and documentary requirements under the Program guidelines. Strict adherence to prescribed validation, authorization, and payout protocols shall be observed to ensure integrity, accountability, and uniform implementation of the Program.

IV. SCOPE AND COVERAGE

This guideline shall apply to the Central Office (CO), all Field Offices (FOs), including the Ministry of Social Services and Development-Bangsamoro Autonomous Region in Muslim Mindanao (MSSD-BARMM), partner Local Government Units (LGUs), and other implementing units involved in the delivery, management, monitoring, and reporting of the SPISC.

All Program-related activities, including targeting, validation, replacement, fund transfer, payout, liquidation, and reporting, shall be governed by these provisions starting CY 2026 and succeeding years.

V. OBJECTIVES

This revised guideline shall serve as the policy framework for the implementation of the SPISC Program, with the following objectives:

1. Establish a unified, systematic, transparent, and standardized targeting and validation process for potential beneficiaries using the CBMS database as the primary source of reference;

2. Ensure consistency, fairness, and objectivity in the validation process across all regional implementers in compliance with the eligibility criteria prescribed under existing laws and implementing guidelines; and

3. Enhance the accuracy of identifying eligible indigent senior citizens through harmonized procedures that promote accessibility, efficiency, and reliability of Program implementation.

VI. DEFINITION OF TERMS

1. **ACTIVE BENEFICIARY** refers to an eligible beneficiary whose name has been included in the official final list and/or payroll for the SPISC Program and who is currently eligible for and receiving the social pension stipend, subject to applicable delivery schemes and requirements.

2. **AUTHORIZED REPRESENTATIVE** refers to the person authorized by the social pension beneficiary, such as, but not limited to, a spouse, children, siblings, grandchildren, or someone who has the actual custody of the social pension beneficiary. This may also include court-appointed representatives, where applicable.

3. **BASTA BERIPIKADO MABILIS ANG SERBISYO** refers to a web-based platform that utilizes the PhilSys authentication application to instantly verify if a DSWD client is PhilSys-registered. It also serves as the most direct, efficient, and safe method for DSWD to acquire its client's PhilSys Card Numbers (PCNs).

4. **CBMS-BASED TARGETING** refers to the use of the CBMS database as the primary and official reference in identifying, prioritizing, and validating eligible Program beneficiaries.

5. **DATA CROSS-MATCHING** refers to the process of checking and comparing the records/information of the CBMS database with the databases of the Social Security System (SSS), Government Service Insurance System (GSIS), Philippine Veterans Affairs Office (PVAO), and other applicable databases, facilitated by the Social Registry Office (SRO).

6. **DELISTING** refers to the process of removing a beneficiary from the list of social pension beneficiaries due to death, absence for two (2) consecutive payouts, unlocated, or any disqualifying reason(s) based on the eligibility criteria of the Program.

7. **DSWD ID NUMBER** refers to the number used solely by the DSWD to manage the identification of all eligible SPISC beneficiaries of the DSWD.

8. **ELIGIBLE BENEFICIARY** refers to a qualified senior citizen who, after having undergone a liveness check and field validation, was determined to be alive and, after assessment, has met all other Program eligibility criteria for inclusion in the SPISC Program.

9. **INDIGENT SENIOR CITIZENS** refers to any elderly who is frail, sickly, or with disability, and without pension or permanent source of income, compensation, or financial assistance from his/her relatives to meet his/her basic needs.

10. **INTEGRATED GRIEVANCE REDRESS MANAGEMENT SYSTEM** refers to a centralized digital platform to record, monitor, and resolve grievances related to the department's programs and services.

11. **PUBLIC ASSISTANCE AND COMPLAINTS DESK** refers to a mandated, physical, or virtual help desk that serves as the public's first line of contact to receive inquiries, monitor customer satisfaction, address feedback, and file formal complaints.

12. **PERMANENT SOURCE OF INCOME** refers to the earnings received at least on a monthly basis by the senior citizen by reason of regular employment, or any business ventures such as, but not limited to, income from rentals, investments, and other productive activities.

13. **POTENTIAL BENEFICIARY** refers to a senior citizen identified through the CBMS and other PSA databases, subjected to cross-matching with available databases such as

SSS, GSIS, and other relevant sources, who meets the preliminary indicators for possible eligibility under the SPISC Program and is still subject to liveness check, field validation, and assessment of other Program eligibility criteria.

14. **REGULAR SUPPORT FROM FAMILY OR RELATIVES** refers to the financial support provided by the family members or relatives to the senior citizens, including family members working abroad, by blood or affinity, within the period of six (6) months, which is sufficient to meet the basic needs of the senior citizen.

15. **REPLACEMENT** refers to the inclusion of a new eligible indigent senior citizen in lieu of the deceased beneficiary, permanent delisting, or subsequent ineligibility of an existing active beneficiary. The replacement process shall be undertaken by the FOs, wherein the replacement beneficiary shall be generated from the CBMS database and validated by the FO-Regional Social Pension Unit (RSPU) as alive and qualified for inclusion in the SPISC Program.

16. **SOCIAL PENSION** refers to the monetary grant from the government to support the daily subsistence and medical needs of senior citizens, which shall not be less than One Thousand Pesos (Php1,000.00) per month.

17. **SOCIAL PENSION INFORMATION SYSTEM** refers to the web-based application that enables users to manage beneficiaries' profiles, generate reports, and monitor the Program implementation. The system is accessible via spis.dswd.gov.ph and requires proper user authentication.

18. **TARGETING** refers to the identification and selection of a group or number of potential beneficiaries, subject to the existing targeting mechanism applied for the DSWD programs' beneficiaries.

19. **VALIDATION** refers to the verification process to be undertaken by the DSWD or its authorized personnel to determine whether a potential beneficiary, generated from the CBMS and other PSA databases, meets all the eligibility criteria for the SPISC Program. It includes the confirmation of the potential beneficiary's identity, liveness, and actual residence.

VII. GENERAL POLICIES

A. Targeting and Identification of Potential Beneficiaries

1. For CY 2026 onwards, the targeting and identification of the potential SPISC beneficiaries shall be primarily based on the CBMS-generated list of senior citizens from among those households.

    1.1. The DSWD CO, through the SRO and/or other mandated DSWD Office/Bureau/Service/Unit, shall be responsible for the identification of potential beneficiaries for SPISC from the data generated through the CBMS;

    1.2. The target potential SPISC beneficiary shall be drawn from the CBMS list of senior citizens who are at least 60 years old and without a pension from institutions such as SSS, GSIS, PVAO, among others;

    1.3. The SRO shall facilitate the cross-matching of the identified senior citizens in the CBMS with the database of pensioners of SSS, GSIS, PVAO, and other government institutions providing pensions to ensure that they are not current pension recipients. Further, the SRO shall request the PSA for the

cross-matching of the potential SPISC beneficiaries to ensure that they are not in its death registry; and

1.4. The senior citizens who have been cross-matched and verified as not receiving any pension shall be prioritized and ranked by age, from oldest to youngest, for purposes of generating the list of SPISC potential beneficiaries.

2. The DSWD may, subject to availability of funds, also derive potential SPISC beneficiaries from on-demand applications of senior citizens who were not part of the CBMS data from PSA, but only for those aged 70 years old and above.

2.1. The PSB, in coordination with FO-RSPU, may accept applications and/or referrals with complete documentation endorsed by the C/MSWDO and/or OSCA;

2.2. The SRO shall coordinate with PSA to confirm that the applicant senior citizen is registered in the birth registry or National ID registry, and not in its death registry;

2.3. The SRO shall facilitate the cross-matching of the identified senior citizens in the database of pensioners of SSS, GSIS, PVAO and other government institutions providing pensions to ensure that they are not current pension recipients; and

2.4. After the senior citizens aged 70 years and above are confirmed as appearing in PSA databases and verified as not receiving any pension, they shall be included in the potential SPISC beneficiaries prioritized and ranked by age, from oldest to youngest.

B. Validation of Potential Beneficiaries

1. The potential SPISC beneficiaries generated through the CBMS or other PSA data and cross-matched with the existing databases shall be cascaded to the FO-RSPU for the conduct of in-person validation in coordination with the concerned LGUs to determine whether the potential beneficiaries are still alive; residing at their indicated address; registered in the Philippine Identification System (PhilSys) as evidenced by a National ID (physical or digital); and compliant with the other eligibility criteria of the Program, such as without pension or any permanent source of income, compensation, or regular support from family or relatives sufficient to meet basic needs.

2. If the potential beneficiary has successfully completed the liveness check, is residing at the given address, and is compliant with all the other eligibility criteria under the SPISC Program, they shall be included in the list of eligible SPISC beneficiaries.

3. In the event that a potential beneficiary is unlocated during actual validation through home visit, despite information provided by family members or collateral information from the Barangay Senior Citizens Association (BSCA), the FO-RSPU shall exert reasonable and documented efforts to locate the potential beneficiary within seven (7) working days unless there is force majeure or the beneficiary is in a geographically isolated and disadvantaged area (GIDA). Such reasonable efforts shall include, at a minimum, at least three (3) home visitation attempts, coordination with household members or relatives, verification with barangay officials, and follow-up coordination with the BSCA or other relevant local sources of information.

If the potential beneficiary remains unlocated after the prescribed period and exhaustion of the foregoing efforts, the FO-RSPU shall prepare a documented validation report and shall formally endorse the case to the PSB for appropriate action, including the identification of a replacement beneficiary from the CBMS, in coordination with the SRO.

4. The validation shall be undertaken either through the administration of an assessment tool or through an online or offline digitized validation. All eligible beneficiaries shall be encoded in the Social Pension Information System (SPIS) by the FO-RSPU.

C. Notification of the eligible Social Pension Beneficiaries

1. The FO-RSPU shall formally notify the respective LGUs of the approved list of eligible beneficiaries to ensure proper dissemination to the concerned eligible senior citizens.

2. The Local Social Welfare and Development Office (LSWDO) or the Office for Senior Citizens Affairs (OSCA) will inform the indigent senior citizens and/or their families through any means of communication of their approval as SPISC beneficiaries within five (5) calendar days upon receipt of the approved list and/or certificate of eligibility endorsed by the DSWD FO-RSPU. The OSCA Head may also coordinate with the respective BSCA Presidents and Barangay Officials to assist in the dissemination of notices to eligible beneficiaries.

3. The C/MSWDO or OSCA shall provide the FO-RSPU with a written confirmation of dissemination, together with appropriate supporting documentation or records of notice delivery (e.g., acknowledgment lists, certification, logbook entries, or other acceptable means), to serve as proof of compliance with notification requirements.

D. Entitlement to the Social Pension

Eligible indigent senior citizens included in the approved list of SPISC beneficiaries shall be entitled to receive a monthly social pension amounting to One Thousand Pesos (Php1,000.00), pursuant to RA No. 9994, as amended by RA No. 11916.

Such entitlement shall be mandatory upon determination of eligibility and inclusion in the approved list of eligible beneficiaries and payroll, subject to the applicable rules, procedures, and conditions prescribed under the Program guidelines and the Manual of Operations.

E. Provision of Social Pension Stipend

1. The DSWD FO-RSPU and/or LGU shall conduct a brief orientation for the beneficiaries and their authorized representative during and/or prior to the scheduled payout to discuss the procedures for the availment of the social pension, including the procedure for delisting and grievance redress systems.

2. The frequency of payment is defined as follows:

    2.1. Monthly - Within the month (e.g., within January)

    2.2. Bimonthly - Within two (2) consecutive months within the year. (e.g., January to February, March to April, May to June, July to August, September to October, November to December)

    2.3. Quarterly - January to March; April to June; July to September, and October to December

2.4. Other frequencies of payment, subject to the approval of the DSWD Secretary through a memorandum issued to the FOs and MSSD-BARMM.

The conduct of monthly release of social pension stipend may not be undertaken if the majority of the beneficiaries are residing in GIDAs, the province/city/municipality is declared under a state of calamity or emergency due to the effects of a natural hazard or human-induced disaster, or under natural or human-induced crises such as armed conflict or other unavoidable and uncontrollable circumstances and situations. If the monthly manual release is not feasible, the allowed frequency of physical payment shall only be bimonthly or quarterly. Provided that monthly releases shall continue uninterrupted where digital or hybrid payment modalities are operational.

The FO shall assess and determine the most feasible and applicable frequency of payment to be undertaken most especially when the implementation is through a Transfer of Funds (TOF) to LGUs modality.

3. If and whenever applicable, the SPISC beneficiary shall undergo identity authentication, through the Basta Beripikado Mabilis ang Serbisyo (BBM Serbisyo) App, prior to the release of the stipend. Upon successful authentication through the BBM Serbisyo App or any applicable verification process, there is no need to require physical National ID from the beneficiary to claim the stipend, provided that the authenticated information matches the beneficiary records maintained by the Program.

   If authentication through the BBM Serbisyo App cannot be completed due to system limitations, connectivity issues, or the unavailability of the beneficiary's record in the platform, the beneficiary shall present the National ID as the primary identification document. In the absence of the National ID, any valid government-issued identification card indicating the beneficiary's name, date of birth, address, and signature or thumbmark may be accepted. Valid digital or virtual government-issued IDs may likewise be accepted, subject to verification and confirmation by the FO-RSPU.

   In rare or exceptional circumstances where beneficiaries are unable to present standard identification documents, the FO–RSPU may accept affidavits, barangay certifications, or other supporting documents deemed sufficient to establish the identity of the beneficiary or authorized representative, subject to existing verification and validation procedures. Diligent efforts shall be exerted to aid the SPISC beneficiaries to register with the Philsys so that it will not prejudice their entitlement to the stipend for the next quarter.

   The FO-RSPU shall ensure that all authentication and identity verification procedures are properly documented and conducted in accordance with applicable data privacy, information security, and Program guidelines.

4. Authorized representative may be allowed to claim the stipend of the beneficiary on the following grounds:

   4.1. Beneficiary is bedridden;
   4.2. Beneficiary has a disability that impairs their ability to travel;
   4.3. Beneficiary is sick during the time of payout; or
   4.4. Other valid reasons that hamper the ability of the beneficiary to be physically present at the payout venue, subject to presentation of means of verification (MOVs) and validation of the FO-RSPU.

5. In case the stipend is to be claimed by an authorized representative, the following documents shall be submitted:

    5.1. original and photocopy of the social pension beneficiary's National ID (physical or digital) or other valid government-issued ID with date of birth, address, and signature or thumbmark;
    5.2. original and photocopy of a valid ID of the authorized representative with signature; and
    5.3. Duly accomplished authorization letter from the social pensioner indicating the name of the authorized representative and the reason(s) for inability to personally claim their stipend with the duly affixed signature or thumbmark of both the beneficiary and the authorized representative, witnessed by at least one (1) of the following: BSCA President, *Punong* Barangay, Barangay Kagawad, OSCA, or LSWDO or a notarized Special Power of Attorney (SPA) for long-term bedridden beneficiaries. In exceptional cases where the prescribed witnessing requirement cannot be reasonably complied with, the concerned FO-RSPU may allow alternative verification measures, subject to appropriate validation and documentation to ensure the authenticity of the authorization.

6. For cash payouts, the paymaster shall exercise reasonable due diligence in verifying the authenticity and completeness of the submitted documents. Additional verification requirements, such as medical or health certification or other supporting documents, may only be required when there is reasonable ground or observable discrepancy indicating possible misrepresentation, fraud, or inability of the beneficiary to comply with standard requirements.

    Enhanced verification measures (e.g., photo documentation of the beneficiary holding the authorization letter or other proof of life indicators) shall be applied only in exceptional cases involving validated risk indicators or suspected fraud and shall not be routinely required.

    All additional verification measures shall be properly documented, justified, and subject to existing data privacy, dignity, and protection standards to ensure that the rights, privacy, and welfare of beneficiaries are respected at all times.

7. In instances where the stipend of the beneficiary is claimed by an authorized representative for one (1) payout, the FO-RSPU, in coordination with the LSWDO or the OSCA, shall immediately conduct post-transaction validation to determine the status, condition, and eligibility of the beneficiary. Such validation shall be strictly documented and shall form part of the official audit trail. It shall include, at a minimum, verification of the identity and authority of the representative, supporting documentary requirements, witness identification during payout where applicable, and post-transaction verification measures to confirm the continued existence and condition of the beneficiary ("liveness verification"), consistent with prescribed Program validation protocols.

    No continued use of an authorized representative shall be allowed unless the validity of the reasons for representation has been duly established and supported by complete documentation and validation results. If the reasons for representation are determined to be valid, the FO-RSPU may allow continued payout through the authorized representative, subject to house visitation, continuous monitoring, periodic revalidation, and strict compliance with documentary and verification requirements.

    If the reasons are found to be invalid, the FO-RSPU shall immediately disallow further claims through the authorized representative and shall require the beneficiary to personally appear and claim the stipend in the succeeding payout. All findings,

actions, and determinations shall be properly recorded and maintained as part of the audit trail and shall be subject to post-audit review, compliance verification, and accountability assessment.

8. For beneficiaries who are identified as bedridden, sick, or with disabilities and without an authorized representative, the FO-RSPU in coordination with the LGU shall release the stipend through a door-to-door scheme wherein the aforementioned beneficiaries are not required to be physically present in the payout venues.

9. In case the beneficiary died on any day within the payment period (monthly, bimonthly, or quarterly), the full amount (i.e., Php 1,000.00 for monthly, Php 2,000.00 for bimonthly, and Php 3,000.00 for quarterly) of the stipend intended for the payment period shall be given to the next of kin or duly authorized representative.

   For purposes of claims, the order of priority among family members shall be as follows:

   9.1. Surviving spouse
   9.2. Children of the deceased beneficiary
   9.3. In the absence of a surviving spouse and children, the surviving parent(s)
   9.4. In the absence of the foregoing, the surviving sibling(s)
   9.5. In exceptional circumstances where no claimant is available under items 9.1 to 9.4, another immediate family member or relative who has been the primary caregiver of the deceased beneficiary.

   Where there are multiple eligible claimants within the same order of priority, only one claimant who has been duly designated and authorized by the family shall be allowed to receive the stipend on behalf of the deceased beneficiary. Provided, however, that if the spouse of the deceased beneficiary is still living, the spouse shall have primary priority to receive the stipend.

   The next of kin or duly authorized representative shall submit the required supporting documents, including but not limited to:

   a. Death certificate of the deceased beneficiary or, in its absence at the time of payout, a barangay certification confirming the death of the beneficiary;
   b. Valid identification cards or acceptable proof of identity of the deceased beneficiary and claimant; and
   c. Duly accomplished warranty and release from liability form.

   Additional supporting documents or proof of relationship may be required by the FO–RSPU to establish the identity and authority of the claimant, subject to existing verification procedures.

   Upon release of the stipend corresponding to the applicable payment period, the deceased beneficiary shall be delisted from the payroll effective the succeeding payout period.

10. The FO-RSPU shall update the status of the social pension beneficiaries in the SPIS in accordance with the following timelines:

    10.1. Paid Beneficiaries – Status shall be updated within three (3) working days after the completion of payout activities.

10.2. Unpaid Beneficiaries – Status shall be updated within five (5) working days after completion of post-payout validation and determination of the appropriate action (e.g., continued eligibility or delisting).

The FO-RSPU shall ensure that all updates are supported by appropriate documentation and are consistent with the results of validation and payout reports.

F. Delisting of Social Pension Beneficiaries

As a general rule, beneficiaries who have been delisted in the SPISC Program shall not be eligible for reinstatement. Any beneficiary who was validly delisted and is subsequently found eligible shall undergo the standard validation process as a new applicant, subject to existing targeting and prioritization criteria, as provided under the preceding provisions of this Memorandum governing the identification of potential beneficiaries.

Except in cases of death, delisting shall only be effected upon completion of proper validation and with duly documented MOVs. The concerned FO-RSPU shall ensure strict observance of due process in accordance with the Manual of Operations and existing Program validation procedures prior to delisting. All supporting documents and records pertaining to the delisting decision shall be properly maintained for audit and reference purposes.

Notwithstanding the foregoing, an active beneficiary who was erroneously delisted due to an administrative, clerical, or system error not attributable to the beneficiary may be reinstated. The FO-RSPU shall conduct an investigation to determine the circumstances of the erroneous delisting and, upon confirmation, may recommend the reinstatement to the PSB. The recommendation shall be supported by a complete MOV establishing the error and shall be subject to the review and approval of the PSB.

Grounds	Supporting Documents
Death of the beneficiary	1. An original or certified true copy of the death certificate issued by the PSA or the Local Civil Registrar. 2. If the death certificate is not available at the time of payout, a certification from the Punong Barangay, attested to by the BSCA President, OSCA, or LSWDO. 3. For beneficiaries who are Indigenous Peoples and/or beneficiaries belonging to other religious sects, a certification from the Punong Barangay and/or Tribal Chieftain, attesting to the facts of the death of the beneficiary, may be accepted, without prejudice to the submission of a death certificate issued by the PSA or the LCR. 4. Photocopy of the identification of the deceased beneficiary and the next of kin; and 5. Warranty and Release from Liability Form
With pensions from GSIS, SSS, and PVAO.	Results of cross-matching with the list of GSIS, SSS, and PVAO pensioners.
With a permanent source of income from regular employment	Assessment report of the DSWD FO-RSPU with MOVs supporting the delisting of the beneficiaries.

Grounds	Supporting Documents
or a business under their name and earning an income not lower than Php13,000.00 or below the poverty threshold.	
Beneficiaries whose stipend has been unclaimed for at least two (2) consecutive payouts, either on a monthly, bimonthly, or quarterly basis.	1. Copy of the payroll that shows the unclaimed stipend within 2 consecutive payouts; and 2. Assessment report/spot check of the DSWD-FO RSPU with MOVs supporting the delisting.
With fraudulent/fake government-issued ID, such as a National or any government-issued ID	1. Investigation or validation/incident report by the DSWD FO-RSPU or the LGU documenting the circumstances and evidence of misrepresentation or fraud; 2. Validation findings or certification from the issuing authority or other competent office confirming that the ID is fraudulent, falsified, or invalid; and/or 3. Photocopy/scanned copy of the presented ID showing visible signs of alteration, tampering, or inconsistency with official security features;
Fraud, multiple representations, double claims, and other related offenses	1. Incident report of the DSWD FO-RSPU or the LGU's authorized personnel who attended the social pension payout; 2. Photocopy/scanned copy of the payroll with signatures of the beneficiary with dates from two or more payout venues and corresponding amount received; 3. Photocopy/scanned copy of the IDs with signature of the beneficiary presented during the payout; and 4. Picture of the beneficiary with (3) specimen signatures of the beneficiary.

G. Transfer of Social Pension Beneficiaries

1. In cases where a beneficiary transfers residence to another barangay, city, or municipality within the same region, the DSWD FO–RSPU shall process the transfer as an administrative update of records and not as a re-targeting or re-identification of beneficiaries through the CBMS. The FO–RSPU shall verify and confirm the reported transfer of residence and shall approve the transfer within five (5) working days upon completion of validation.

   Once approved, the FO–RSPU shall update the beneficiary's information in the SPIS and facilitate the inclusion of the beneficiary in the roster of active beneficiaries under the receiving city or municipality where the beneficiary has permanently transferred residence.

2. In cases where a beneficiary transfers residence to another region, the FO–RSPU of the originating region shall, within five (5) working days upon confirmation of transfer with the originating LGU, coordinate in writing with the PSB. Upon receipt of the request, the PSB shall endorse the case to the receiving region within three (3) working days for validation and appropriate action. The receiving FO–RSPU shall conduct validation within five (5) working days to confirm the presence and status of the transferred beneficiary and submit the result to the PSB within three (3) working days thereafter.

   Upon receipt of the validation results, the PSB shall, within three (3) working days, inform the originating region of the approved transfer, with a copy furnished to the SRO for data updating. The PSB shall also facilitate the necessary fund adjustments, including withdrawal and downloading of funds, within five (5) working days to ensure uninterrupted payment of benefits, with coordination between the originating and receiving regions.

   It must be emphasized that inter-regional transfers shall require validation in the receiving region but shall remain subject to continuous eligibility under the SPISC Program, without requiring re-targeting through the CBMS.

   Further, in the absence of confirmation from the PSB, the originating region shall continue to process and facilitate the release of the stipend of the beneficiary through any mode allowed by this guideline.

H. Replacement of Delisted Social Pension Beneficiaries

1. The FO–RSPU shall submit to the PSB the list of beneficiaries subject to delisting within five (5) working days after completion of validation activities, which shall be conducted within fifteen (15) working days after each payout period.

2. Upon receipt of the request, the PSB, through the SRO, shall generate and provide the list of next-in-ranked potential beneficiaries from the approved CBMS-based ranking within five (5) working days. Such a list shall serve as the official source of replacement candidates and shall be strictly based on the established prioritization order (from oldest to youngest and in accordance with validated eligibility parameters).

3. The FO–RSPU shall conduct validation of the cascaded list of replacement beneficiaries within five (5) working days upon receipt from the PSB/SRO to confirm eligibility in accordance with existing SPISC criteria and procedures.

4. Upon completion of the validation, the FO–RSPU shall update the status of the approved replacement beneficiary in the SPIS within three (3) working days, ensuring that all changes are accurately encoded and reflected in the official beneficiary database.

I. Social Pension Master List Management

1. The FO-RSPU shall be responsible for the preparation, updating, maintenance, and reconciliation of the master list of SPISC beneficiaries to ensure its accuracy, completeness, and integrity through the SPIS.

2. The master list shall be regularly updated based on validated Program movements, including inclusion, delisting, replacement, and status changes, in accordance with approved validation results and established Program procedures.

3. To ensure data integrity and prevent duplication, a two-level deduplication process shall be implemented:

   3.1. **Intra-Regional Deduplication**—The FO–RSPU shall conduct routine deduplication within the region prior to the finalization or submission of master lists. This shall include cross-checking of records within the regional database, validation outputs, LGU-endorsed findings, and the existing Social Pension beneficiary database to identify and resolve duplicate or overlapping entries using standardized matching criteria, such as name, date of birth, address, sex, and other available identifiers.

   The LGU, through the LSWDO, OSCA, or other authorized local personnel, may assist the FO-RSPU in the verification of possible duplicate, transferred, deceased, or overlapping records within their jurisdiction, identified during the deduplication process.

   Further, upon receipt of the cascaded CBMS-generated potential beneficiaries that have been cross-matched with databases of SSS, GSIS, PVAO, and other relevant agencies, the resulting list shall likewise be matched against the current roster of Social Pension beneficiaries to avoid duplicate inclusion, double payout, and erroneous replacement.

   3.2. **Inter-Regional Deduplication**—The CO–PSB, in coordination with the SRO, shall conduct a secondary and nationwide deduplication process across all FOs to identify interregional duplicates and maintain a consolidated national master list of beneficiaries and potential beneficiaries.

   Any confirmed duplicate records shall be resolved in coordination with the concerned FO–RSPUs and LGUs, subject to submission of necessary supporting documents and other MOVs. Pending resolution, affected records may be temporarily flagged or withheld from payroll processing to protect the integrity of the Program.

   All deduplication activities shall be properly documented and shall form part of the official quality assurance and beneficiary verification mechanisms of the SPISC Program.

4. The FO-RSPU shall conduct periodic validation and reconciliation of the master list at intervals prescribed under the Manual of Operations or as may be directed by the CO-PSB. This shall include cross-checking against relevant databases and field validation outputs to confirm continued eligibility and correct beneficiary status.

5. Appropriate controls shall be instituted to prevent duplication of entries, including systematic encoding safeguards, validation against existing records, and reconciliation with the CBMS and other applicable reference databases.

6. All updates, corrections, and adjustments to the master list shall be properly documented, supported by validation records, and subject to review and audit in accordance with Program accountability standards.

J. Internal Control Mechanisms

To ensure the integrity, accountability, and proper utilization of the SPISC funds, the concerned DSWD FO-RSPU, LGUs, social pension beneficiaries, authorized representatives, and other partners shall observe the appropriate internal control

measures to prevent, detect, and address discrepancies, fraud, and other irregularities in the Program implementation.

1. The FO-RSPU shall establish and implement mechanisms for the verification of beneficiary information, validation of payrolls, reconciliation of payment records, and monitoring of fund utilization to prevent erroneous, duplicate, excessive, or unauthorized payments. The RSPU shall be closely monitored and provided with technical assistance by the FO's Finance Unit on financial-related concerns such as disbursement and liquidation, among others.

2. All cases involving overpayment, underpayment, fraud, duplicate payment, erroneous payment, or other payment discrepancies identified during the verification, payout, monitoring, or audit shall be properly documented, validated, and subjected to appropriate corrective actions, including recovery or payment adjustments, as applicable. Conduct of spot checks shall be undertaken randomly or as necessary to ensure compliance with the internal control mechanisms. The FO-RSPU shall ensure valid identification documents for both the beneficiaries and authorized representatives to avoid irregularities, unauthorized claims, and other possible errors.

3. Active beneficiaries and/or their authorized representatives shall provide accurate and truthful information and immediately report any excess, duplicate, or erroneous payment received to the concerned or designated FO-RSPU personnel through the prescribed reporting channels within three (3) working days from receipt or discovery of such payment.

4. The FO-RSPU shall provide the necessary logistics and orientation to the paymasters/authorized disbursing officers on the distribution of the social pension and accounting of unused cash and ensure balances are accurate, corresponding to the issued cash advances for each payout. Acknowledgement receipts and released amounts shall be immediately encoded or accounted for after each payout. Any amount received by the active beneficiary or their authorized representative to which they are not entitled shall be subject to recovery, in accordance with the existing government accounting, auditing, and other applicable laws, rules, and regulations.

5. Any FO and LGU personnel, active beneficiaries, authorized representatives, or other individuals found to have participated in, facilitated, concealed, or failed to report fraudulent or irregular transactions/activities shall be held accountable and may be subject to appropriate disciplinary and legal sanctions. Only duly authorized personnel shall be allowed to participate in or transact during payout activities, and documentation shall be required in place at all times. Further diligence must be observed at all times to avoid unnecessary observations, errors, and inconsistencies as well as possible participation in fraud and unauthorized transactions.

VIII. DELIVERY SCHEMES

The DSWD shall ensure that the stipend shall be released to beneficiaries either in cash, via direct remittance through a Bangko Sentral ng Pilipinas (BSP)-accredited service provider, or via electronic transfer or other practical modes acceptable to the beneficiary, ensuring timely and efficient release. In delivering the stipend to the social pensioners, the DSWD shall adopt any of the following delivery schemes:

A. DSWD-managed payout

1. The DSWD FO shall enter into a Memorandum of Agreement (MOA) with the LGUs to define the roles and responsibilities on the SPISC implementation and shall identify personnel within the Department as designated SDO through the Financial Division;

2. The DSWD FO through the RSPU will prepare the payroll based on the active list of beneficiaries per city/municipality, duly approved by the DSWD Regional Director (RD);

3. The DSWD FO through the Finance Unit will validate the total amount of payroll with a summary of beneficiaries per city/municipality and will issue the check in the name of the bonded SDO;

4. The SDO will encash the check for the payment of stipend to individual social pension beneficiaries per city/municipality;

5. The DSWD FO will inform the City/Municipal Mayor through the OSCA Head and LSWDO of the scheduled payout. The OSCA Head, through the respective BSCA Presidents, shall then inform the beneficiaries of the date and venue of the payout.

6. The SDO, in coordination with the RSPU, will pay the identified beneficiaries and shall ensure that the payroll is signed by the beneficiaries duly witnessed by the OSCA, LSWDO, or the Focal Person; and

7. The SDO will prepare the liquidation report for the cash advance subject to the existing COA rules and regulations and in compliance with the DSWD Administrative Order No. 13, s. 2021 or the "Guidelines on the Rules and Regulations in Granting, Utilization, and Liquidation of all Cash Advances and the Penalties for Failure to Liquidate within the Prescribed Reglementary Periods."

B. Fund Transfer to LGUs

1. The DSWD FO shall enter into a MOA and/or Specific Implementation Agreement (SIA) with the LGU, which shall be signed by the DSWD RD and the Local Chief Executive (LCE), in accordance with existing DSWD policies on the delegation and delineation of authority and other applicable laws, rules, and regulations. The LGU shall likewise submit a duly approved local council resolution authorizing the execution of the agreement and the implementation of the partnership.

2. The DSWD FO-RSPU shall facilitate and transfer the funds within thirty (30) days upon execution of the MOA and compliance with the required supporting documents. The transfer of funds to the concerned LGUs, corresponding to the number of approved active list of beneficiaries for the calendar year, may be undertaken either on a one-time annual basis or on a quarterly basis, depending on the availability of cash allocation and fund Programming of the Department.

3. Prior to the start of every quarter, the DSWD FO-RSPU shall provide the LGU with the active list of eligible SPISC beneficiaries and the Certificate of Eligibility duly signed by the DSWD RD as the basis for payroll preparation of the LGU.

4. The C/MSWDO and LGU Disbursing Officer shall set the payout schedule, approved by the LCE, and shall inform the DSWD FO fifteen (15) days prior to the actual payout. Consequently, the LSWDO shall also inform the social pension beneficiaries through the respective BSCA Presidents and/or local barangay officials of the payout schedule.

5. The LGU Disbursing Officer shall conduct the actual payout with the presence of the DSWD FO-RSPU representative and the assistance of the C/MSWDO staff, OSCA Head and BSCA Presidents to avoid grievances and ensure queries or clarifications on the possible issues and concerns of the beneficiaries during the actual payout; and

6. The LGU through the City/Municipal Disbursing Officer shall submit the liquidation report to the DSWD FOs based on the following timeline:

6.1. One-Time Transfer

Particular	Timeline	%
1st and 2nd quarters	On or before 10 July	50%
3rd quarter	On or before 10 October	25%
4th quarter	On or before 10 January of the succeeding year	25%

6.2. Quarterly

Particular	Timeline	%
1st quarter	2nd Week of March	25%
2nd quarter	2nd Week of June	25%
3rd quarter	2nd Week of September	25%
4th quarter	1st Week of December	25%

Liquidation report for submission to DSWD FOs shall include the following:

- List of paid and unpaid beneficiaries certified by the Head of the Implementing Office and duly approved by the Mayor;
- Copy of the Official Receipt issued for the refund of any unexpended or unutilized balance of the transferred funds;
- Fund Utilization Report certified by the City/Municipal Accountant and duly approved by the Mayor;
- Other supporting documents that may be required by the DSWD, subject to existing auditing and accounting rules and regulations.

7. In case of undisbursed funds arising from the absence or non-claim of beneficiaries during the scheduled payout, they shall not automatically be treated as savings or returned funds, provided that the concerned beneficiaries remain eligible and entitled to receive the stipend for the applicable payout period. Such unpaid stipends may be released during the succeeding payout schedule, subject to existing validation, verification, and documentation requirements.

8. In cases where additional funds are provided for supplemental or additional targets, the transfer of such funds shall only be undertaken upon submission and validation of the required liquidation report for the preceding period and subject to the availability of funds, as well as compliance with existing budgeting, accounting, and auditing rules and regulations.

9. No subsequent fund transfer shall be permitted unless the full liquidation of the previous fund transfer has been duly submitted, reviewed, and accepted in accordance with applicable government financial management guidelines. Failure to

comply with the given timeline, the DSWD through the FO-RSPU may implement a DSWD-managed payout arrangement for the succeeding payout period to ensure continuous and timely delivery of stipends to beneficiaries, without prejudice to the accountability of the concerned LGU or payout partner.

C. Door-to-Door Delivery Scheme

The DSWD FO and/or LGU may initiate the door-to-door delivery of the stipend directly to the social pension beneficiaries, with the assistance of the BSCA President and/or *punong* barangay, to ensure that the stipend will be received by the beneficiary.

D. Hybrid Digital Payout (HDP)

The delivery of the stipend may be implemented through hybrid digital payout following the guidelines or policies issued by the Department under Administrative Order No. 1, s. 2026 or the Guidelines on the Disbursement of Financial Assistance through Hybrid Digital Payout (HDP) Managed by Authorized Government Depository Bank (AGDB) and Financial Service Providers (FSPs) for DSWD Programs and Services. This modality shall be determined by the FOs' HDP Task Force under the Financial Management Unit (FMU).

In all cases, the choice of the applicable delivery scheme may vary periodically or may be combined considering the prevailing status, condition, and geographical condition of the senior citizen beneficiaries vis-à-vis the local situations, issuances, or directives of the Secretary.

The detailed processes/procedures of the said delivery schemes shall be stipulated in the Social Pension Manual of Operations.

IX. INSTITUTIONAL ARRANGEMENT

A. DSWD Central Office

1. Protective Services Bureau

The PSB shall serve as the lead office of the DSWD for the policy direction, overall implementation, and management of the SPISC Program. In this capacity, the PSB shall undertake the following functions:

1.1. Establish a section or unit at the PSB to oversee the implementation of the SPISC Program;
1.2. Lead the overall implementation, coordination, and monitoring of the SPISC Program to ensure compliance with applicable laws, rules, regulations, and policy directions issued by the Department;
1.3. Develop, update, and maintain the SPISC Program Manual of Operations for approval of the Secretary or the Undersecretary for the Operations Group;
1.4. Coordinate with the SRO on the use of CBMS-derived data for targeting and identification of potential beneficiaries, while recognizing the SRO as the lead office for data generation, management, and technical matters related to CBMS;
1.5. Provide feedback to the SRO on the actual utilization of the endorsed data from the CBMS;
1.6. Ensure the inclusion of required funds for SPISC implementation in the annual GAA and monitor fund utilization in coordination with concerned offices;
1.7. Conduct consultations, dialogues, monitoring visits, and provide technical assistance to FO–RSPU and LGUs to ensure effective and compliant implementation of the Program;

1.8. Lead the continuous enhancement and maintenance of the SPIS and develop related systems, including grievance redress, monitoring and evaluation, and reporting mechanisms;
1.9. Develop and maintain the grievance redress mechanism and monitoring and evaluation systems for the SPISC Program to ensure accountability, responsiveness, and continuous improvement;
1.10. Establish and maintain a consolidated monitoring database of additional assistance and referrals provided to beneficiaries through convergence with other programs and partner stakeholders;
1.11. Prepare and submit national-level monthly, semestral, and annual reports on SPISC implementation, including financial and physical accomplishments;
1.12. Lead social preparation, training, and advocacy activities for regional implementers and stakeholders to ensure effective program understanding and execution;
1.13. Develop and maintain a three (3) to five (5) year strategic management plan and information, education, and communication (IEC) strategy for the SPISC Program; and
1.14. Issue technical guidance notes and policy memoranda signed or approved by authorized DSWD officials (e.g., Bureau Director, Undersecretary for Operations Group, or the Secretary) relative to SPISC Program implementation.

2. Social Registry Office

The SRO under the Policy and Plans Group (PPG) shall serve as the central authority of the DSWD for beneficiary data management and shall act as the primary source of data for the implementation of the SPISC Program through the CBMS. In line with this, the SRO shall undertake the following functions:

2.1. Generate, process, and maintain CBMS-derived data relevant to SPISC implementation, including the extraction and provision of lists of individuals aged sixty (60) years old and above based on approved targeting parameters;
2.2. Provide the generated lists and required datasets to the concerned offices, including the PSB and FOs, on a regular basis or as necessary, and coordinate with them on data parameters and requirements for targeting and implementation;
2.3. Ensure that all data released are based on the latest officially transmitted datasets received from authorized source agencies and data owners, are properly processed, documented, and managed in accordance with established procedures, and are released in compliance with applicable data privacy, information security, and data-sharing policies, protocols, and agreements;
2.4. Provide technical guidance and assistance to the PSB on the interpretation, utilization, and limitations of CBMS-derived data for SPISC targeting.
2.5. Designate focal persons or establish a dedicated team within the SRO to coordinate with the PSB and corresponding counterparts at the FOs for the timely resolution of data-related concerns and issues;
2.6. Provide necessary information and technical inputs, and serve as resource persons in technical meetings, consultations, and other activities related to SPISC targeting, validation, and reporting.
2.7. Engage, request, and facilitate the data required for the SPISC beneficiaries quarterly or as needed from the PSA to ensure inclusion and an updated list of the indigent senior citizens in the CBMS database to complete the target beneficiaries per region; and
2.8. Coordinate with the PSA regarding cases of existing SPISC beneficiaries who are found not matched with the latest CBMS data.

B. DSWD Field Offices

1. Regional Social Pension Unit

The FO, through the RSPU, shall be responsible for the implementation of the SPISC Program at the regional level in accordance with national guidelines and policy issuances from the CO. The FO–RSPU shall perform the following functions:

1.1. FO to establish the Regional Social Pension Unit under the Protective Services Division;
1.2. Implement the SPISC Program in accordance with national policies, guidelines, and CO-issued memoranda, and ensure adherence to all operational standards and procedures;
1.3. Receive and utilize the CBMS-based list of potential beneficiaries provided by the SRO, through the PSB, as the primary reference for targeting and
1.4. Coordinate closely with LGUs in the conduct of validation activities, information dissemination, beneficiary confirmation, replacement processes, and other related Program implementation activities;
1.5. Conduct eligibility validation and assessment in accordance with prescribed procedures to determine qualification for inclusion in the Program.
1.6. Generate, maintain, and update the official database of SPISC beneficiaries through the SPIS; ensure synchronization and interoperability with the DSR and SRO reporting requirements. During the transition period, the Program may utilize the Pansamantalaan as an interim beneficiary database, as applicable.
1.7. Generate and submit required reports through the SPIS, including updated lists and accomplishment reports, in accordance with prescribed reporting schedules and formats;
1.8. Conduct liveness verification of existing and active beneficiaries during payout or scheduled monitoring activities to ensure continued eligibility and prevent inclusion of deceased or ineligible beneficiaries. This function is separate and distinct from the initial eligibility validation of potential beneficiaries;
1.9. Provide technical assistance to LGUs on beneficiary targeting, validation, replacement, payout processes, and other senior citizen-related programs and services;
1.10. Execute and oversee the implementation of agreements with Authorized Government Depository Banks (AGDBs), LGUs, door-to-door service providers, and/or money remittance companies, as applicable, at the regional level;
1.11. Receive, assess, and act on grievances and concerns elevated by LSWDOs, OSCA, or individual clients in accordance with established grievance mechanisms;
1.12. Prepare and submit monthly Physical and Financial Accomplishment Reports, as well as Semestral and Annual Narrative Reports, including updates on fund utilization; and
1.13. Conduct annual Program Implementation Reviews (PIR) and periodic Program Review and Evaluation (PRE) to assess Program effectiveness and recommend improvements.

2. Social Registry Section

2.1. Provide technical guidance, assistance, and resource support to the RSPU on the interpretation, utilization, application, and limitations of CBMS-derived data for SPISC targeting, validation, beneficiary identification, data management, reporting, and related Program activities;
2.2. Facilitate the management, provision, and monitoring of CBMS data by generating, processing, maintaining, and submitting CBMS-based potential

beneficiary lists and related reports to the RSPU, as necessary, to support Program implementation and decision-making;

2.3. Support data quality assurance activities through the validation, reconciliation, updating, and completion of CBMS records and potential beneficiary data, including the provision of technical and operational augmentation to the RSPU in managing CBMS-generated beneficiary lists;

2.4. Conduct verification activities through authorized systems and platforms, including the Basta Beripikado Mabilis ang Serbisyo (BBM Serbisyo) App, and provide the corresponding validation results and recommendations to the RSPU for appropriate action;

2.5. Coordinate with LGUs, DSWD offices, and other concerned stakeholders to address issues and concerns related to CBMS data and to ensure its availability, accessibility, appropriate utilization, and timely resolution of data-related concerns; and

2.6. Conduct and participate in technical meetings, consultations, coordination sessions, and other related activities with the RSPU, LGUs, and concerned stakeholders to discuss updates, issues, concerns, and policy directions related to CBMS data.

C. Local Government Units

1. City/Municipal Social Welfare and Development Office

1.1. Assist the DSWD FOs in the validation of senior citizens identified through the CBMS or other PSA data as potential beneficiaries;

1.2. Support information dissemination activities related to SPISC eligibility, requirements, schedules, and processes;

1.3. Provide logistical support to the DSWD FO personnel during beneficiary validation and other activities related to SPISC implementation;

1.4. Submit required certifications and supporting documents needed by the SPISC beneficiaries within prescribed timelines;

1.5. Forge a MOA with DSWD FO for the transfer of SPISC funds and lead the conduct of payout activities in close coordination with the DSWD FO;

1.6. Comply with the provisions of the MOA and submit the liquidation report with corresponding attachments within the prescribed timeline;

1.7. Assist in monitoring beneficiary status and reporting deaths, transfers, duplications, or other conditions affecting eligibility; and

1.8. Act as chair in the grievance committee and respond to complaints and queries.

2. Office for Senior Citizens Affairs

2.1. Act as a member of the grievance committee and respond to complaints and queries in coordination with the City/Municipal Social Welfare Development Office (C/MSWDO);

2.2. Assist in the verification of senior citizens identified through the CBMS or other PSA data, when necessary;

2.3. Assist in the information dissemination activities related to the SPISC eligibility, processes, and other relevant Program updates;

2.4. Coordinate with the C/MSWDO on concerns relative to the SPISC implementation; and

2.5. Assist in monitoring the status of the SPISC Program beneficiaries.

D. Implementation of SPISC in the Bangsamoro Autonomous Region in Muslim Mindanao

1. The implementation of the SPISC Program in MSSD-BARMM shall be either under a directly released fund from the DBM or a transfer of funds from DSWD, whichever is applicable, following the existing auditing and accounting rules and procedures set forth by the DBM, Commission on Audit (COA), and other concerned agencies.

2. The MSSD-BARMM, through its RSPU, shall be responsible for the implementation of the SPISC Program following the approved guidelines and related policies/issuances on SPISC; and

3. A Memorandum of Agreement (MOA) shall first be duly executed between the concerned DSWD and MSSD-BARMM prior to the implementation of any provisions relating to fund management and monitoring. The monitoring of fund implementation shall be governed by existing policies and regulations issued by the Department of Budget and Management (DBM), Commission on Audit (COA), and the DSWD Financial Service (FS), which shall be expressly incorporated and stipulated in the duly executed MOA. All parties shall ensure that the provisions of the MOA are consistent with applicable budgeting, accounting, and auditing rules and regulations and that no fund-related activity shall be undertaken without a valid and enforceable MOA.

X. REPORTING

A. REPORTS SUBMITTED TO AND BY THE DSWD FO-RSPU

Type of Report	Prepared by	Approved by	Submitted to	Frequency	Deadline
Registry of Paid Social Pension Beneficiaries	Data Officer	Division Chief	DSWD CO - PSB	Monthly	Every 5th day of the succeeding month through the SPIS
Fund Utilization Report	Administrative Officer II	Division Chief	DSWD CO - PSB	Monthly	Every 10th day of the succeeding month
Narrative Accomplishment Report	Social Welfare Officer II	Regional Director	DSWD CO - PSB	Semestral / Annually	Every 5th day of the 1st month of the succeeding quarter, semester and year

B. REPORTS SUBMITTED BY THE DSWD CO-OLDER PERSON SECTION

Type of Report	Prepared by	Approved by	Submitted to	Frequency	Deadline
Consolidated Registry of Paid Social Pension Beneficiaries	PDO III		PSB	Monthly	Every 7th of the month

Semestral Narrative Accomplishment Report	PDO III	SPD Division Chief	Office of the Bureau Director	Semestral	Every 10th day of the 1st month of the succeeding semester

XI. GRIEVANCE REDRESS MECHANISM

A grievance redress mechanism shall be institutionalized by the PSB and FO-RSPU to ensure the prompt, fair, transparent, and accountable handling and resolution of grievances arising from individuals, groups, or organizations in relation to the implementation of the SPISC Program.

In accordance with RA No. 11032, Administrative Order No. 08, Series of 2025, or the "Integrated Grievance Redress Management System (IGRMS) Guidelines," and other applicable laws, all SPISC-related grievances shall be received, recorded, processed, monitored, and reported through the IGRMS as the official grievance platform of the Department.

Grievances may be filed by concerned individuals, groups, or organizations through official DSWD grievance channels or desks, which may be installed in payout sites, including walk-in complainants, hotlines, email, social media platforms, the Public Assistance and Complaints Desk (PACD), and referrals from oversight agencies. Upon receipt, the concerned office shall:

1. **Document and register the grievance in the IGRMS**, indicating the date and mode of receipt, identity of complainant (when available), nature of the grievance, and the corresponding action undertaken;
2. **Conduct assessment and referral** to the appropriate office for action within prescribed timelines;
3. **Ensure timely feedback** to the complainant on the concrete and specific action taken, subject to data privacy and confidentiality requirements; and
4. **Monitor and update the grievance status until closure**, consistent with DSWD grievance handling standards and reporting requirements.

All actions undertaken shall comply with applicable laws and policies on due process, data privacy, confidentiality, and administrative accountability, including RA No. 10173, relevant civil service rules, and DSWD issuances governing grievance management.

XII. MONITORING AND EVALUATION

1. The assigned technical staff of the DSWD FO-RSPU, in coordination with the C/MSWDO and OSCA, shall conduct Stipend Utilization Monitoring at least once every six (6) months, either onsite (during payout) or off-site (house-to-house), to be conducted for at least 80% of the target beneficiaries. The result of the monitoring shall be encoded in the SPIS. For concerns and issues regarding the welfare of the SPISC beneficiaries as a result of the monitoring, the FO-RSPU staff shall refer these to the LGU for proper case management.

2. The DSWD-CO-PSB shall undertake regular monitoring activities of the FO-RSPU, either onsite or online, at least quarterly or as may be necessary, to assess the efficiency and Program contribution to the improvement of beneficiaries' well-being.

3. The DSWD-CO-PSB shall coordinate with the Policy Development and Planning Bureau (PDPB) for the conduct of gender analysis, evaluation, research, surveys, and studies on

shall serve as the basis for policy enhancement, program improvement, capacity-building initiatives, and other appropriate interventions.

XIII. DATA PRIVACY COMPLIANCE

Access to the files cascaded by the CO is strictly restricted to the authorized personnel in full compliance with the provisions of RA No. 10173, or the "Data Privacy Act of 2012," and its Implementing Rules and Regulations.

XIV. TRANSITORY PROVISION

All existing and duly validated beneficiaries of the SPISC Program who were not identified through the CBMS data prior to the effectivity of this Circular shall continue to be recognized as eligible beneficiaries and shall remain entitled to receive their corresponding stipend, subject to continuous compliance with existing Program guidelines.

For avoidance of doubt, the transition to CBMS-based targeting shall not result in the automatic exclusion or delisting of current beneficiaries solely on the ground that they are not included in the CBMS database.

Existing beneficiaries shall remain in the active list until valid grounds for delisting are established, including but not limited to death, being unlocated, or determination of ineligibility based on the prescribed validation process.

XV. SEPARABILITY CLAUSE

If any provision of this Revised Guidelines is declared unconstitutional, invalid, or unenforceable by a court of competent jurisdiction, such declaration shall not affect the validity and enforceability of the remaining provisions, which shall continue to be in full force and effect.

XVI. REPEALING CLAUSE

These revised guidelines shall supersede all prior issuances on the subject.

XVII. EFFECTIVITY CLAUSE

This issuance shall take effect after fifteen (15) days from the date of publication in the Official Gazette or a newspaper of general circulation. This Memorandum Circular shall also be published on the DSWD official website, and three (3) copies hereof shall be deposited with the Office of the National Administrative Register (ONAR) of the University of the Philippines Law Center.

Issued in Quezon City, Philippines.

Digitally signed by
Gatchalian Rexlon Ting
Date: 2026.09.02
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REX GATCHALIAN
Secretary

Certified True Copy
WILLIAM V. GARCIA, JR.
OIC-Division Chief
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04 SEP 2026