



MSWDO

Frontline Services



Service 1. Assistance to Individuals in Crisis Situation

Office or Division:	MUNICIPAL SOCIAL WELFARE DEVELOPMENT
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	GENERAL PUBLIC (18 YEARS OLD AND ABOVE)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>(Medical , Burial, Transportation and Emergency Shelter Assistance)</p> <ul style="list-style-type: none"> ✓ Original/ Certified True Copy of Medical Certificate/ Abstract with license number of attending physician ✓ Barangay Certification of indigent/residency ✓ 1 Valid ID of representative/patient (any government issued ID) ✓ Prescription of printed name, signature and license number of physician ✓ Original Copy of Statement of account/Hospital Bills duly signed by the billing officer ✓ Request of laboratory procedures ✓ Original/ Certified True Copy Death certificate ✓ Funeral Contract ✓ Blotter Report ✓ Fire Certification and Picture of Damages 	<ul style="list-style-type: none"> - Hospital admitted/confined - City/Local Civil Registrar where death occurs - Barangay where client reside - Attending physician - Hospital admitted/treated - Attending physician - Municipal Civil Registrar - Funeral Homes - PNP - Bureau of Fire and Protection



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements, Answer Intake Interview Sign of documents Receive Financial assistance	Receive and assess documents Intake Interview Client Prepared documents for the signatory of clients Record client at daily transaction log book	None	3 Days	<i>MSWDO Staff</i> <i>Josie Mae G. Chavez</i> <i>SWO I</i> <i>Mary Grace G. De la Cruz</i> <i>SW Aide</i>
	Prepare Social Case Study Report			
	Forward to Mayor's office for approval of documents			
	Advise client to wait for the notice of release of financial assistance			
END OF TRANSACTION	TOTAL		3 DAYS	



Service 2. Social Case Study Report

Office or Division:	MUNICIPAL SOCIAL WELFARE DEVELOPMENT OFFICE	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	GENERAL PUBLIC OF LEGAL AGE (18 YEARS OLD AND ABOVE)	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>(Medical , Burial, Transportation, Livelihood, Wheelchair and Educational Assistance)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Original/ Certified True Copy of Medical Certificate/ Abstract with license number of attending physician <input type="checkbox"/> Barangay Certification of indigent/residency <input type="checkbox"/> 1 Valid ID of representative/patient (any government issued ID) <input type="checkbox"/> Prescription of printed name, signature and license number of physician <input type="checkbox"/> Original Copy of Statement of account/Hospital Bills duly signed by the billing officer <input type="checkbox"/> Request of laboratory procedures <input type="checkbox"/> Original/ Certified True Copy Death certificate <input type="checkbox"/> Funeral Contract <input type="checkbox"/> Certified True copy of Registration Form/certificate of Enrollment <input type="checkbox"/> Validated School ID 	<ul style="list-style-type: none"> - Hospital admitted/treated - Barangay where client reside - Attending physician - Hospital admitted/treated - Attending physician - City/Local Civil Registrar where death occurs - Funeral Homes - School Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements	Receive and assess documents	None	30 minutes	Cynthia D. Gatungay, MSWDO
Sign the documents	Client Intake Interview Prepare documents for the signatory of clients			Josie Mae G. Chavez SWO I
Forward Social Case Study Report to Mayor's Office for signature of LCE	Record client at daily transaction log book			Mary Grace G. De la Cruz SW Aide



<p>and endorsement letter</p> <p>Sign Daily Transaction Log Book</p> <p>Receive Social Case Study Report and forward to concerned agency/institutions</p>	<p>Prepare Social Case Study Report</p> <p>Forward to Mayor's office for signature of LCE and endorsement letter</p> <p>Release Social Case Study Report to Client</p>			
<p>END OF TRANSACTION</p>	<p>TOTAL</p>		<p>30 MINUTES</p>	



Service 3. Issuance of Senior Citizens Identification Card

Office or Division:	MUNICIPAL SOCIAL WELFARE DEVELOPMENT OFFICE
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	GENERAL PUBLIC (60 YEARS OLD and above)
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> ✓ Photocopy of Birth Certificate (Local/PSA) ✓ New current year of Community Tax Certificate for Senior Citizens(Cedula) ✓ Latest 1x1 ID picture (2 copies) 	<p>Municipal Civil Registrar/PSA</p> <p>Barangay/Municipal Treasurer's Office</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements Fill up of Registration Form, General Intake Sheet and certification of No Pension from GSIS, SSS, PVAO(Police), AFSLAI (Army) and other insurance companies Sign Logbook of Registered Senior Citizen's Logbook Forward to Mayor's Office for the signature of LCE Receive ID	Accept documents Assist in the filling up of Senior Citizen Registration Form, General Intake Sheet and certification of No Pension from GSIS, SSS, PVAO(Police), AFSLAI (Army) and other insurance companies Prepare SC ID Card Record at the Senior Citizen's registration Logbook Instruct client to proceed to Mayor's Office for the signatory of LCE Release ID	None	30 minutes	<i>Bibiano G. Galleto</i> <i>SW Aide/ Focal Person</i> <i>SC</i>
END OF TRANSACTION	TOTAL		30 minutes	



Service 4. ISSUANCE OF PERSONS WITH DISABILITY IDENTIFICATION CARD

Office or Division:	MUNICIPAL SOCIAL WELFARE DEVELOPMENT OFFICE
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	GENERAL PUBLIC (0 TO 59 YEARS OLD))
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> ✓ Photocopy of Birth certificate (Local/PSA) ✓ Latest 1x1 ID picture (2 copies) 	Municipal Civil Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements Fill up of PWD Registration Form Proceed to RHU for physical examination and issuance of certification on disability duly signed by the Municipal Health Officer Return to MSWD Office Sign at PWD Registered Log book Forward to Mayor's Office for the signature of LCE Receive ID	Accept documents Assist in the filling up of PWD Registration Form Instruct client to proceed at RHU for physical examination and return after issuance of certificate on disability Prepare PWD ID Card Record at the PWD registration Logbook Instruct client to proceed to Mayor's Office for the signatory of LCE Release ID	None	2 hours	<i>Bibiano G. Galleto</i> <i>SW Aide/Focal Person PWD</i>
END OF TRANSACTION	TOTAL		2 hours	



Service 5. ISSUANCE OF SOLO PARENT'S IDENTIFICATION CARD

Office or Division:	MUNICIPAL SOCIAL WELFARE DEVELOPMENT OFFICE
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	GENERAL PUBLIC (18 TO 59 YEARS OLD))
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ✓ Sworn Affidavit of Solo Parent ✓ Affidavit of Barangay Official ✓ Judicial decree of legal separation ✓ Affidavit of 2 disinterested persons for de facto separation and abandonment ✓ Judicial decree of nullity of marriage/ judicial recognition of foreign divorce ✓ Birth Certificate of the child (Local/PSA) ✓ Marriage Certificate ✓ CENOMAR (if unmarried) ✓ Death Certificate of the spouse ✓ Complaint Affidavit ✓ Medical Record on the incident of rape, pregnancy and Physical/Mental incapacity of the spouse ✓ Certificate of Detention/Certification that spouse is serving sentence for at least 3 months, or commitment order ✓ Police/Barangay Record of the fact of abandonment ✓ Overseas employment certificate or its equivalent documents (for OFW) ✓ Copy of passport stamps showing continuous 12 months of overseas work (for OFW) ✓ Employment Contract (for OFW) ✓ Proof of guardianship, foster care or adoption ✓ Latest 1x1 ID picture (2 copies) 	<ul style="list-style-type: none"> -Public Attorney's Office/ Private Law Firms -Municipal Civil Registrar -Medical Officer/Attending Physician -Law Enforcement Agency having actual custody of the detained spouse, court -PNP/Barangay where client reside -DOLE -DFA -MSWDO,DSWD



Service 5. ISSUANCE OF SOLO PARENT'S IDENTIFICATION CARD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements	Accept and assess documents submitted	None	7 days	<i>Cynthia D. Gatungay, MSWDO</i>
Fill up Solo Parent Registration Form	Assist in the filing up of Solo Parent's Registration Form			<i>Josie Mae G. Chavez, SWO I</i>
	Prepare Social Case Report for referral to other concerned agencies (if needed)			
	Conduct of Solo Parents Forum/Orientation			
Attend Solo Parents Forum/Orientation	Prepare Solo Parent's ID Card			
	Record at the Solo Parent Registration Logbook			
Sign at Solo Parent's registration log book	Instruct client to proceed to Mayor's Office for the signatory of LCE			
Forward to Mayor's Office for the signature of LCE	Released ID			
Receive ID				
END OF TRANSACTION	TOTAL		7 days	



Service 6. ISSUANCE OF CERTIFICATE OF INDIGENCY

Office or Division:	MUNICIPAL SOCIAL WELFARE DEVELOPMENT OFFICE
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	GENERAL PUBLIC (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Copy of Original Barangay Certificate of Indigency	Barangay where client reside

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements	Accept documents	None	10 minutes	<i>Cynthia D. Gatungay, MSWDO</i>
Sign at daily Transaction Log Book	Prepare Certificate of Indigency			<i>Josie Mae G. Chavez SWOI</i>
Receive Certificate of Indigency	Record at Daily transaction logbook			<i>Mary Grace G. De la Cruz SW Aide</i>
	Release of certificate of indigency			
END OF TRANSACTION	TOTAL		10 minutes	



Service 7. ISSUANCE OF PRE-MARRIAGE COUNSELING CERTIFICATE

Office or Division:	MUNICIPAL SOCIAL WELFARE DEVELOPMENT OFFICE
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	GENERAL PUBLIC (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Application for Pre-Marriage Counseling	Municipal Civil Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Pre-Marriage Counseling Application form and answer questionnaire	Assist couple in filing up of Couple's profile form and questionnaire	None	5 hours	<i>Cynthia D. Gatungay, MSWDO</i>
Sign at PMC Logbook	Record couple at PMC logbook			<i>Mary Grace G. De la Cruz SW Aide</i>
Attend Pre- Marriage Counseling scheduled	Conduct Pre- Marriage Counseling			<i>Mary Grace B. Loreno MSWDO Staff</i>
Receive Pre-Marriage Counseling Certificate	Release of Pre- Marriage Counseling Certificate			<i>Aldina Lopez Midwife II</i>
END OF TRANSACTION	TOTAL		5 hours	



Service 8. ISSUANCE OF PERMIT TO TRAVEL OF MINORS WITH ACCOMPANYING PERSONS OTHER PARENTS OR LEGAL GUARDIAN

Office or Division:	MUNICIPAL SOCIAL WELFARE DEVELOPMENT OFFICE
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	GENERAL PUBLIC (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ✓ Barangay Certification ✓ Consent of Minor from Parents ✓ Photocopy Valid ID of Mother (Government issued ID) ✓ Photocopy of Valid ID of accompanying person (Government Issued Id) ✓ Proof of Relationship of the Accompanying person to minor ✓ Photocopy of Birth Certificate of the Minor ✓ Itinerary 	<p>Barangay where the minor resides</p> <p>Municipal Civil Registrar's Office</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements	Receive and assess documents	100.00	1 hour	<i>Cynthia D. Gatungay, MSWDO</i>
Answer intake interview	Intake interview client			<i>Josie Mae G. Chavez SWO I</i>
Proceed to Municipal Treasurer's Office for payment	Receive receipt and prepare Permit to travel of minor duly signed by a licensed Social Worker			<i>Mary Grace G. De la Cruz SW Aide</i>
Sign at Daily Transaction logbook	Record client at daily transaction logbook			
Received permit to travel of minor	Released Permit			
END OF TRANSACTION	TOTAL	100.00	1 hour	



Service 9. ISSUANCE OF PHILHEALTH FINANCIALLY INCAPABLE/CAPABLE CERTIFICATION

Office or Division:	MUNICIPAL SOCIAL WELFARE DEVELOPMENT OFFICE
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	GENERAL PUBLIC (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ✓ Barangay Indigency ✓ Birth Certificate (if unmarried) ✓ Marriage Contract 	<p style="text-align: center;">Barangay where client reside Municipal Civil Registrar</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Documents	Assess and review documents submitted	None	1 hour	<i>Cynthia D. Gatungay, MSWDO</i>
Answer Means Test	Conduct means Test			<i>Josie Mae G. Chavez SWO I</i>
Sign the Means Test	Prepare documents for signatory of the MSWDO			<i>Mary Grace G. De la Cruz SW Aide</i>
Sign Daily Transaction Logbook	Record client at Daily Transaction Logbook			
Received Philhealth certification	Released Philhealth certification			
END OF TRANSACTION	TOTAL		1 hour	



Service 10. ISSUANCE OF Senior Citizen's and Persons with Disabilities Purchase Booklet of Medicine and Grocery

Office or Division:	MUNICIPAL SOCIAL WELFARE DEVELOPMENT OFFICE
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	GENERAL PUBLIC (60 YEARS OLD and above)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Senior Citizen's and PWD ID Card	MSWDO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Senior Citizen's / PWD ID Card	Verify Senior Citizen's/PWD ID Card	None	10 minutes	<i>Bibiano G. Galleto SW Aide/ Focal Person SC</i>
Signed Purchase Booklet record Log Book	Record at Senior Citizen's/PWD Purchase Booklet Logbook			
Forward to Mayor's Office for the signature of LCE	Instruct client to proceed at Mayor's Office for the signatory of LCE			
Receive Purchase Booklet	Release purchase booklet			
END OF TRANSACTION	TOTAL		10 minutes	



Service 11. Case Conference regarding case of minor (Children at Risk)

Office or Division:	MUNICIPAL SOCIAL WELFARE DEVELOPMENT OFFICE
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	GENERAL PUBLIC (Minors with parent/guardian)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Request letter from Punong Barangay	Barangay where client reside

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Attend case conference with parent/guardian	Receive request letter from the barangay	None	3 hours	<i>Cynthia D. Gatungay MSWDO</i>
Undergo counselling if needed	Attend schedule case conference			<i>Josie Mae G. Chavez SWO I</i>
Client verbalize issues and concerns	Conduct counseling if needed			<i>Mary Grace G. De la Cruz SW Aide</i>
Avail services needed	Conduct referrals to other agencies if needed			
	Conduct home visit/monitoring			
END OF TRANSACTION	TOTAL		3 hours	

Service 12. Case Conference regarding case of Women and their Children (VAWC)

Office or Division:	MUNICIPAL SOCIAL WELFARE DEVELOPMENT OFFICE
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	GENERAL PUBLIC (Women and their children)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Request letter from Punong Barangay	Barangay where couple reside

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Attend case conference	Receive request letter from the barangay	None	3 hours	<i>Cynthia D. Gatungay MSWDO</i>
Undergo counseling if needed	Attend schedule case conference			<i>Josie Mae G. Chavez SWO I</i>
Client verbalize issues and concerns	Conduct counseling if needed			<i>Mary Grace G. De la Cruz SW Aide</i>
Avail services needed	Conduct referrals to other agencies if needed			
	Conduct home visit/monitoring			
END OF TRANSACTION	TOTAL		3 hours	