

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

SERVICE NAME: ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS) FOR BURIAL				
Classification: Simple				
Type of Transaction: G2C – Government to Client				
Who may avail: All				
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1.2 Burial Assistance 1.2.1 Certified photocopy of Death Certificate (3 copies) 1.2.2 Certificate of Indigency of Punong Barangay (2 original copy) 1.2.3 Funeral Contract (1 photocopy)		Municipal Civil Registrar Punong Barangay (where the indigent resides) Funeral Parlor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MSWDO Staff	1.1 Provide the family intake form	None	2 minutes	Administrative Aide/Immediate Supervisor
2. Answer the interview by the MSWDO Staff	2.1 Interview client using family intake form	None	7 minutes.	MSWDO Staff
	2.2 Review accomplished intake form	None	4 minutes	MSWDO Staff
	2.3 Start processing the request.	None	7-10 minutes	Administrative Aide/Encoder
	2.4 Review encoded documents and approve	None	5 minutes	MSWDO
3. Sign and receive documents	3. Let client attest his/her signature in form 200 3.1 record documents & instruct the next step 3.2 release documents to client	None	4 minutes	Administrative Aide
TOTAL			30 minutes	
-End of Transaction-				

SERVICE NAME: ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS) FOR FIRE VICTIMS
Classification: Simple
Type of Transaction: G2C – Government to Client
Who may avail: All

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1.4 Fire Victims 1.4.1 Certification of the Punong Barangay that he/she is a resident of the barangay 1.4.2 Report from Bureau of Fire Protection with attached documentation.		Punong Barangay Barangay Hall (where the indigent resides) San Antonio Bureau of Fire Protection Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MSWDO Staff	1.1 Provide family intake form	<i>None</i>	<i>2 minutes</i>	Administrative Aide/Immediate Supervisor
2. Answer interview by the MSWDO Staff	2.1 Interview client using family intake form	<i>None</i>	<i>7-10 minutes</i>	MSWDO Staff
	2.2 Review accomplished family intake form	<i>None</i>	<i>2 minutes</i>	MSWDO Staff
	2.3 Start processing the request.	<i>None</i>	<i>7-10 minutes</i>	Administrative Aide/Encoder
	2.4 Review encoded documents and approve.	<i>None</i>	<i>5 minutes</i>	MSWDO
3. Sign and receive documents	3. Let client attest his/her signature in form 200 3.1 record documents & instruct the next step 3.2 release documents to client	<i>NONE</i>	<i>4 minutes</i>	Administrative Aide
TOTAL			33 minutes	
-End of Transaction-				

SERVICE NAME: ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS) FOR MEDICAL ASSISTANCE	
Classification: Simple	
Type of Transaction: G2C – Government to Client	
Who may avail: All	
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1.1 Medical Assistance Latest documents, original copy & 3 photocopies of each of the following: 1.1.1 Hospital Bill 1.1.2 Doctor's prescription (reseta ng gamot) (preferably government physician (MHO) 1.1.3 Medical Certificate 1.1.4 Protocol or medical abstract	Hospital Attending Physician/Hospital Attending Physician/Hospital

(Dialysis, Cancer and fractured Patient) 1.1.5 Certificate of Indigency (2 original copies)		Attending Physician/Hospital Punong Barangay, where the client resides		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Approach the MSWDO Staff	2.1 Provide the family intake form	<i>None</i>	<i>2 minutes</i>	Administrative Aide/Immediate Supervisor
2. Answer the interview by the MSWDO staff	2.1 Interview client using family intake form	<i>None</i>	<i>7 minutes</i>	MSWDO Staff
	2.2 Review accomplished family intake form	<i>None</i>	<i>2 minutes</i>	MSWDO/Staff
	2.3 Start processing the request.	<i>None</i>	<i>10 minutes</i>	Administrative Aide/Encoder
	2.4 Review encoded documents and approve.	<i>None</i>	<i>5 minutes</i>	MSWDO
3. Sign and receive documents.	3. Let client attest his/her signature in form 200, 3.1 record document and instruct the client for the next step 3.2 release document	<i>None</i>	<i>4 minutes</i>	Administrative Aide
TOTAL			<i>30 minutes</i>	
-End of Transaction-				

SERVICE NAME: ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS) FOR TRANSPORTATION ASSISTANCE				
Classification: Simple				
Type of Transaction: G2C – Government to Client				
Who may avail: All				
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1.3 Transportation Assistance 1 photocopy of each of the following requirements: 1.3.1 Police Blotter in case client is a victim of pickpocket. 1.3.2 BalikProbinsya families (acceptance letter) 1.3.3 Referral of MHO doctor if transported to hospital. 1.3.4 Any valid ID		San Antonio Philippine National Police Relatives/Social Worker from place of Origin of client Municipal Health Doctor (Municipal Health Center) From the client himself/herself		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Approach the MSWDO Staff	1.1 Provide family intake form	None	2 minutes	Administrative Aide/Immediate Supervisor
2. Answer the interview by the MSWDO Staff	2.1 Interview client using family intake form	None	7-10 minutes	MSWDO Staff
	2.2 Review accomplished intake form	None	2 minutes	MSWDO Staff
	2.3 Start processing the request.	None	7-10 minutes	Administrative Aide/Encoder
	2.4 Review encoded documents and approve.	None	5 minutes	MSWDO
3. Sign and receive documents	3. Let client attest his/her signature in form 200 3.1 record documents & instruct the next step 3.2 release documents to client	None	4 minutes	Administrative Aide
TOTAL			33 minutes	
-End of Transaction-				

SERVICE NAME: CERTIFICATE OF INDIGENCY FOR BURIAL ASSISTANCE	
Classification: Simple	
Type of Transaction: G2C – Government to Client	
Who may avail: All	
CHECKLIST OF REQUIREMENT	WHERE TO SECURE

2.2 Burial Assistance 2.2.1 Certified photocopy of Death Certificate (3 copies) 2.2.2 Certificate of Indigency of Punong Barangay (2 original copy) 2.2.3 Funeral Contract (1 photocopy)		Municipal Civil Registrar Punong Barangay (where the indigent resides) Assisting Funeral Parlor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MSWDO Staff	1.1 Provide the family intake form	<i>None</i>	<i>2 minutes</i>	Administrative Aide/Immediate Supervisor
2. Answer the questions by the MSWDO Staff	2.1 Interview client using family intake form	<i>None</i>	<i>7-10 minutes</i>	MSWDO Staff
	2.2 Review accomplished family intake form	<i>None</i>	<i>2 minutes</i>	MSWDO Staff
	2.3 Start processing the request.	<i>None</i>	<i>7-10 minutes</i>	Administrative Aide/Encoder
	2.4 Review encoded documents and approve.	<i>None</i>	<i>5 minutes</i>	MSWDO
3. Sign and receive documents.	3. Let client attest his/her signature in form 200, 3.1 record document and instruct the client for the next step 3.2 release document	<i>None</i>	<i>4 minutes</i>	Administrative Aide
TOTAL			33 minutes	
-End of Transaction-				

SERVICE NAME: CERTIFICATE OF INDIGENCY FOR MEDICAL ASSISTANCE	
Classification: Simple	
Type of Transaction: G2C – Government to Client	
Who may avail: All age of majority	
CHECKLIST OF REQUIREMENT	WHERE TO SECURE

<p>2.3 Medical Assistance</p> <p>2.3.1 Doctor's prescription (reseta ng gamot) (preferably government physician, MHO or Medical Certificate (1 photocopy)</p> <p>2.3.2 Protocol or medical abstract (Dialysis, Cancer and fractured Patient)</p> <p>2.3.3 Barangay Certificate of Indigency</p> <p>2.3.4 MSWDO Certificate of Indigency</p>		<p>Hospital Billing Section Attending Physician</p> <p>Attending Physician/Hospital</p> <p>Punong Barangay Barangay Hall (where the indigent resides) Municipal Social Welfare & Development Office (MSWDO)</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MSWDO Staff	1.1 Provide family intake form	None	2 minutes	Administrative Aide/Immediate Supervisor
2. Answer the interview by MSWDO Staff	2.1 Interview client using family intake form	None	7-10 minutes	MSWDO Staff
	2.2 Review accomplished family intake form	None	2 minutes	MSWDO Staff
	2.2 Start processing the request.	None	7-10 minutes	Administrative Aide/Encoder
	2.3 Review encoded documents and approve.	None	5 minutes	MSWDO
3. Sign and receive documents.	3. Let client attest his/her signature in form 200, 3.1 record document and instruct the client for the next step 3.2 release document	None	4 minutes	Administrative Aide
TOTAL			33 minutes	
-End of Transaction-				

SERVICE NAME: CERTIFICATE OF INDIGENCY FOR LEGAL COUNSEL				
Classification: Simple				
Type of Transaction: G2C – Government to Client				
Who may avail: All				
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
2.1 Request for free Legal Counsel (Public Attorney's Office)		Punong Barangay Barangay Hall (where the client resides)		
2.1.1 Certificate of Indigency (2 original copies)		Barangay/Municipal Treasurer		
2.1.2 Any of the following (1 photocopy each:		COMELEC Municipal/Regional Trial Court where the case is filed		
2.1.2.1 Updated Community Tax Certificate (Cedula)				
2.1.2.2 Voter's Identification Card/ Voters Certification				
2.1.2.3 Photocopy of Court Order				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MSWDO Staff	1.1 Provide the family intake form	None	2 minutes	Administrative Aide/Immediate Supervisor
2. Answer interview by the MSWDO Staff	2.1 Interview client using family intake form	None	7-10 minutes	MSWDO Staff
	2.2 Review accomplished intake form	None	2 minutes	MSWDO/Staff
	2.3 Start processing the Certificate of Indigency.	None	7-10 minutes	Administrative Aide/Encoder
	2.4 Review encoded documents and approve.	None	5 minutes	Immediate Supervisor
3. Sign receiving copy & receive document	3. Let client attest his/her signature in form 200 3.1 record documents & instruct the next step 3.2 release documents to client	None	2 minutes	Administrative Aide
TOTAL			31 minutes	
-End of Transaction-				

SERVICE NAME: CERTIFICATE OF INDIGENCY FOR SCHOLARSHIP
Classification: Simple
Type of Transaction: G2C – Government to Client

Who may avail: College Male/Female student				
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
2.4 Scholarship 2.4.1 Barangay Certificate of Indigency parents/guardian (2 original copy) 2.4.2 Grades for the past semester (1 photocopy) 2.4.3 Latest income tax return of Applicants parents IF ANY (1 photocopy) 2.4.5 Certificate of no property (1 photocopy) 2.4.6 Certificate of no business (1 photocopy) 2.4.7 Certificate of registration (1 photocopy) 2.4.8 Certification from school Registrar that minor is presently enroll, in the university		Punong Barangay Barangay Hall (where the indigent resides) Last school enrolled BIR (LGU satellite office) Office of the Municipal Assessor Municipal Treasurers Office School Registrar where the students enrolled School registrar where the students enrolled		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MSWDO Staff	1.1 Provide the family intake form	None	2 minutes	Administrative Aide/Immediate Supervisor
2. Answer the interview by the MSWDO Staff	2.1 Interview client using family intake form	None	7 - 10 minutes	MSWDO Staff
	2.2 Review accomplished family intake form	None	2 minutes	MSWDO/Staff
	2.3 Start processing the request.	None	7-10 minutes	Administrative Aide/Encoder
	2.4 Review encoded documents and approve.	None	5 minutes	MSWDO staff
3. Sign and receive documents.	3. Let client attest his/her signature in form 200, 3.1 record document and instruct the client for the next step	None	4 minutes	Administrative Aide

	3.2 release document			
TOTAL			33 minutes	
-End of Transaction-				

SERVICE NAME: SENIOR CITIZENS IDENTIFICATION CARD, PURCHASE BOOKLET FOR MEDICINES AND COMMODITIES				
Classification: Simple				
Type of Transaction: G2C – Government to Client				
Who may avail: All age of majority				
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
6.1 New ID 6.1.1 Picture (1X1) 2 pieces for the ID and Booklet 6.1.2 Barangay Certification/Certificate of Indigency (1 original, 1 photocopy) 6.1.3 Proof of age and correct spelling of name (any of the following): 6.1.3.1 Birth Certificate, Baptismal Certificate, Passport, Voter's ID or Comelec Certification			Punong Barangay, Barangay Hall (where the senior citizen resides) Municipal Civil Registrar, COMELEC	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Approach MSWD Worker	1. Provide family intake form	<i>None</i>	<i>2 minutes.</i>	MSWDO Staff
2. Answer interview by the MSWDO Staff	2.1 Interview applicant/PWD representative	<i>None</i>	<i>7-10 minutes</i>	MSWDO Staff
	2.2 Preparation of the Identification Card (ID)	<i>None</i>	<i>7-10 minutes</i>	Administrative Aide/Encoder
3. Receive the Identification Card (ID, Purchase Booklet for Medicines & Commodities)	3. Record/Release of Identification Card, Purchase Booklet for Medicines & Commodities	<i>None</i>	<i>5 minutes</i>	MSWDO Staff/ Immediate Supervisor
TOTAL			27 minutes	
-End of Transaction-				

SERVICE NAME: SOCIAL CASE STUDY REPORT				
Classification: Complex				
Type of Transaction: G2C – Government to Client				

Who may avail: All age of majority				
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
3.1 Social Case Study One (1) photocopy of the following requirements: 3.1.1 Clinical/Medical abstract 3.1.2 Estimated cost of surgery, dialysis, chemotherapy (Protocol) 3.1.3 Certificate of no registered property from Assessor 3.1.4 Certificate of no business from Treasurer's Office 3.1.5 Barangay Certification/Certificate of Indigency 3.1.6 Latest Income Tax Certificate (CEDULA) or Valid ID		Hospital/Assessor's Office/Treasurer's Office/Barangay Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MSWDO Staff	1.1 Provide family intake form	NONE	2 mins.	MSWDO Staff
2. Answer the interview by the MSWDO Staff	2.1 Interview client using family intake	NONE	7-10 mins	MSWDO Staff
	2.2 Review, assess and conduct home visitation	NONE	1 hr. (excluding travel time).	MSWDO/staff
	2.3 Prepare Social Case Study Report		2 hours	
3. Receive Document/ Social Case Study Report	3. Release Social Case Study Report	NONE	10 mins	MSWDO staff
TOTAL			2 hours and 12 minutes	
-End of Transaction-				

SERVICE NAME: SOLO PARENT ID & PERSON WITH DISABILITY IDENTIFICATION CARD & PURCHASE BOOKLET (MEDICINES AND COMMODITIES)	
Classification: Simple	
Type of Transaction: G2C – Government to Client	
Who may avail: All age of majority	
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
5.1 Solo Parent 5.1.1 Barangay Certification/Certificate of Indigency (1 original and 1 photocopy) 5.1.2 Birth Certificate of Minor Children (1 photocopy)	Punong Barangay Barangay Hall (where the indigent resides)

5.1.3 Proof of Solo Parenting Status; (Legal Separation/Annulment Papers)				
5.1.4 One (1) piece 2x2 and one (1) piece 1x1 picture				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Approach MSWD Worker	1.1 Provide family intake form	<i>None</i>	<i>2 minutes</i>	MSWDO
2. Answer interview by the MSWDO Staff	2.1 Interview Solo Parent applicant	<i>None</i>	<i>7 minutes</i>	MSWDO Staff
	2.2 Preparation of the Identification Card (ID)	<i>None</i>	<i>7-10 minutes</i>	Administrative Aide/Encoder
3. Receive the Identification Card (ID)	3. Identification Card of Solo Parent	<i>None</i>	<i>5 minutes</i>	MSWDO Staff/ Immediate Supervisor
TOTAL			<i>24 minutes</i>	
-End of Transaction-				