## MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

SERVICE NAME: ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS) FOR BURIAL				
Classification: Simp				
	G2C – Government to Clien	t		
Who may avail: A				
CHECKLIST O	F REQUIREMENT	WHERE TO SECURE		
1.2 Burial Assistance	e			
1.2.1 Certified p	hotocopy of Death	Municipal Civil Registrar		
Certificate (3				
	te of Indigency of	Punong Bar		ne indigent resides)
	Barangay (2 original copy)		Funeral Pa	rlor
	Contract (1 photocopy)		1	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSI	PERSON
		BE PAID	NG TIME	RESPONSIBLE
1.Approach the	1.1 Provide the family	None	2 minutes	Administrative
MSWDO Staff	intake form			Aide/Immediate
O. American the	O.A. Indominate allocations	A /	7 (	Supervisor
2. Answer the	2.1 Interview client using	None	7 minutes.	MSWDO Staff
interview by the MSWDO Staff	family intake form			
WISVVDO Stall	2.2 Review	None	4 minutes	MSWDO Staff
	accomplished intake	None	4 1111111111111111111111111111111111111	MOVIDO Glan
	form			
	2.3 Start processing the	None	7-10 minutes	Administrative
	request.			Aide/Encoder
	2.4 Review encoded	None	5 minutes	MSWDO
	documents and approve			
3. Sign and receive	3. Let client attest his/her	None	4 minutes	Administrative
documents	signature in form 200			Aide
	3.1 record documents			
	&instruct the next step			
	3.2 release documents			
TOTAL	to client		20 mains set = =	
TOTAL	Francis T		30 minutes	
	-End of Tra	nsaction-		

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

CHECKL	IST OF REQUIREMENT		WHERE TO S	ECURE	
1.4 Fire Victims					
1.4.1 Certification of the Punong		Punong Barangay			
Barangay that he/she is a resident		Barangay I	Hall (where the	indigent resides)	
of the baran		San Anton	io Bureau of Fir	e Protection Office	
1.4.2 Report f	rom Bureau of Fire				
Protection	on with attached documentation.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSI	PERSON	
		BE PAID	NG TIME	RESPONSIBLE	
1.Approach the	1.1 Provide family intake form	None	2 minutes	Administrative	
MSWDO Staff				Aide/Immediate	
				Supervisor	
2.Answer	2.1 Interview client using family	None	7-10 minutes	MSWDO Staff	
interview by the	intake form				
MSWDO Staff					
	2.2Review accomplished family	None	2 minutes	MSWDO Staff	
	intake form				
	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	3. Let client attest his/her	NONE	4 minutes	Administrative	
receive	signature in form 200			Aide	
documents	3.1 record documents & instruct				
	the next step				
	3.2 release documents to client				
TOTAL 33 minutes					
	-End of Trans	saction-			

SERVICE NAME: ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS) FOR MEDICAL ASSISTANCE				
Classification: Simple				
Type of Transaction: G2C – Government to C	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:				
1.1.1Hospital Bill	Hospital			
1.1.2 Doctor's prescription (reseta ng				
gamot) (preferably government	Attending Physician/Hospital			
physician (MHO)				
1.1.3 Medical Certificate	Attending Physician/Hospital			
1.1.4 Protocol or medicalabstract				

(Dialysis, Cancer and fractured Patient)		Attending Physician/Hospital		
1.1.5 Certificate of Indigency (2 original copies)		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	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 family intake form	None	2 minutes	MSWDO/Staff
	2.3 Start processing the request.	None	10 minutes	Administrative Aide/Encoder
	2.4 Review encoded documents and approve.	None	5 minutes	MSWDO
3. Signand 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			30 minutes	
-End of Transaction-				

SERVICE NAME: ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS) FOR TRANSPORTATION ASSISTANCE				
	Simple			
Type of Transact	ion: G2C – Government to Client			
Who may avail: A				
	IST OF REQUIREMENT		WHERE TO S	
1.3 Transportation		San A	ntonio Philippine	National Police
	each of the following			
requirements:		Relati	ves/Social Work	
	ce Blotter in case client is a		Origin of c	
victim of pickpocke			Municipal Healt	
	likProbinsya families		(Municipal Healt	h Center)
	cceptance letter)			
	ferral of MHO doctor if	Г.	and the allegate to be	16/1 16
	nsported to hospital.	Fr	om the client hin	nseit/nerseit
1.3.4 Any	AGENCY ACTIONS	FEES	PROCESSIN	PERSON
CLIEINI STEPS	AGENCY ACTIONS	TO BE	G TIME	RESPONSIBLE
		PAID	GTIME	INLOFONOIDEL
2.Approach the	1.1Provide family intake form	None	2 minutes	Administrative
MSWDO Staff	The revide family intake ferm			Aide/Immediate
				Supervisor
2. Answer the	2.1 Interview client using family	None	7-10 minutes	MSWDO Staff
interview by the	intake form	N/=	0	MOMBOOK
MSWDO Staff	2.2 Review accomplished intake form	None	2 minutes	MSWDO Staff
	2.3 Start processing the request.	None	7-10 minutes	Administrative
	2.4 Review encoded documents			Aide/Encoder
	and approve.	None	5 minutes	MSWDO
3.Sign and receive	3. Let client attest his/her signature	None	4 minutes	Administrative Aide
documents	in form 200 3.1 record documents & instruct			
	the next step			
	3.2 release documents to client			
TOTAL			33 minutes	
	-End of Trans	action-		

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	None	2 minutes	Administrative Aide/Immediate Supervisor
2.Answer the questions by the MSWDO Staff	2.1 Interview client using family intake form	None	7-10 minutes	MSWDO Staff
	2.2Review 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
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 Tra	nsaction-		

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		

2.3 Medical Assistance 2.3.1 Doctor's prescription (reseta ng gamot) (preferably government physician, MHO orMedical Certificate (1 photocopy) 2.3.2 Protocol or medical abstract (Dialysis, Cancer and fractured Patient) 2.3.3 Barangay Certificate of Indigency 2.3.4 MSWDO Certificate of Indigency		Hospital Billing Section Attending Physician  Attending Physician/Hospital  Punong Barangay Barangay Hall (where the indigent resides) Municipal Social Welfare & Development		
			(MSWDO)	<b></b>
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	2.1Interview 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, 3.1record document and instruct the client for the next step 3.2 release document	None	4 minutes	Administrative Aide
TOTAL			33 minutes	
	-End of Tra	nsaction	)-	

SERVICE NAM	E: CERTIFICATE OF INDIGENC	Y FOR LEG	GAL COUNS	EL .
Classification:				
Type of Transac	tion: G2C – Government to Client			
Who may avail:	All			
CHECK	LIST OF REQUIREMENT		WHERE TO S	SECURE
2.1 Request for free Legal Counsel (Public				
Attorney's Off				
	ate of Indigency (2	Punong Ba	• •	
original co		Barangay I	Hall (where the	e client resides)
_	the following (1			
	opy each:			
2.1.2.1	Updated Community Tax	Barangay/l	Municipal Trea	surer
	Certificate (Cedula)			
2.1.2.2	Voter's Identification Card/	COMELEC		
	Voters Certification	•	•	Court where the
2.1.2.3	Photocopy of Court Order	case is file		DEDOON
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSI	PERSON
4. A m m m a a a la . A la a	4.4 Dravida tha family intoles forms	BE PAID	NG TIME 2 minutes	RESPONSIBLE
1.Approach the MSWDO Staff	1.1 Provide the family intake form	None	2 minutes	Administrative Aide/Immediate
IVISVVDO Stati				Supervisor
2. Answer	2.1Interview client using family	None	7-10	MSWDO Staff
interview by the	intake form	TVOTIC	minutes	WOVVDO Glair
MSWDO Staff	mano rom		mmatoc	
	2.2Review accomplished intake	None		MSWDO/Staff
	form		2 minutes	
	2.3 Start processing the	None		Administrative
	Certificate of Indigency.		7-10	Aide/Encoder
	G ,		minutes	
	2.4 Review encoded documents	None		Immediate
	and approve.			Supervisor
			5 minutes	
3.Sign receiving	3. Let client attest his/her	None	2 minutes	Administrative
copy & receive	signature in form 200			Aide
document	3.1 record documents & instruct			
	the next step			
TOTAL	3.2 release documents to client		0.4	
TOTAL	,_	L	31 minutes	
	-End of Transa	action-		

SERVICE NAME: CERTIFICATE OF INDIGENCY FOR SCHOLARSHIP			

Classification: Simple
Type of Transaction: G2C – Government to Client

Who may avail:College Male/Female student					
CHECKLIST O	WHERE TO SECURE				
2.4 Scholarship					
2.4.1 Barangay Certificate of			g Barangay		
Indigency parents/guardian (2			ay Hall (where the	indigent resides)	
original copy)			hool enrolled	,	
2.4.2 Grades for the	oast semester				
(1 photocopy)		BIR (LC	GU satellite office)		
` .	ncome tax return of		,		
	parents IF ANY				
(1 photocol	•	Office of	of the Municipal As	sessor	
,	ite of no property				
(1 phot		Municir	oal Treasurers Offi	ce	
` •	ite of no business (1	ividinoi,			
photoco	•	School	Registrar where	the students	
•	cate of registration (1	enrolle	•	ine stadents	
photoc	•	Ciliono	u		
	cation from school	School	I registrar where th	a students	
	rarthat minor is	enrolle		ic students	
	ntly enroll, in the	Cilione	u		
univer	•				
univen	Sity				
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING	PERSON	
CLILINI SILI S	AGENCI ACTIONS	TO	TIME	RESPONSIBLE	
		BE	I IIVIL	INLOI ONSIDEE	
		PAID			
1.Approach the	1.1 Provide the family	None	2 minutes	Administrative	
MSWDO Staff	intake form	IVOITC	2 minutes	Aide/Immediate	
MOVE Otali	interior ionii			Supervisor	
2. Answer the	2.1 Interview client using	None	7 - 10 minutes	MSWDO Staff	
interview by the	family intake form				
MSWDO Staff					
	2.2 Review	None	2 minutes	MSWDO/Staff	
	accomplished family				
	intake form				
		l			
	2.3 Start processing the	None	7-10 minutes	Administrative	
	request.			Aide/Encoder	
	2.4 Poviou speeded	None	5 minutes	MSWDO stoff	
	2.4 Review encoded	None	5 minutes	MSWDO staff	
	documents and approve.				
3. Sign and receive	3. Let client attest his/her	None	4 minutes	Administrative	
documents.	signature in form 200,			Aide	
	3.1 record document and				
	instruct the client for the				
	next step				

	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: A	II age of majority				
CHECKLIST O	F REQUIREMENT		WHERE TO SECURE		
6.1 New ID					
6.1.1 Picture (1X1)	2 pieces for the ID and				
Booklet					
	ertification/Certificate of				
	original, 1 photocopy)	Punon	g Barangay, Barang		
	and correct spelling of		senior citizen r	esides)	
	f the following):				
	rth Certificate,	Mυ	ınicipal Civil Registr	ar, COMELEC	
	Baptismal Certificate, Passport,				
	r Comelec Certification	FFFO	DDOOFOOING	DEDOON	
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING	PERSON	
		TO BE	TIME	RESPONSIBLE	
4 Approach MCM/D	4. Dravida famili intaka	PAID None	2 minutes.	MSWDO Staff	
1 Approach MSWD Worker	Provide family intake form	None	2 minutes.	MSWDO Stall	
VVOIREI	101111				
2. Answer interview by	2.1 Interview	None	7-10 minutes	MSWDO Staff	
the MSWDO Staff	applicant/PWD				
	representative				
	2.2 Preparation of the	None	7-10 minutes	Administrative	
	Identification Card (ID)			Aide/Encoder	
3.Receive the	None	5 minutes	MSWDO Staff/		
Identification Card (ID,	3. Record/Release of Identification Card,	1,07,0	O IIIIII GOO	Immediate	
Purchase Booklet for Purchase Booklet for				Supervisor	
Medicines &					
Commodities)					
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) photoco						
requirements:						
	dical abstract					
	cost of surgery, dialysis,					
	apy (Protocol)					
	of no registered property	Hos	Hospital/Assessor's Office/Treasurer's			
from Asses			Office/Barangay Office			
3.1.4 Certificate of Treasurer's	of no business from					
	Certification/Certificate of					
Indigency	oranication, continuate or					
	me Tax Certificate					
(CEDULA)						
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING	PERSON		
		TO BE	TIME	RESPONSIBLE		
		PAID				
1.Approach the	1.1 Provide family intake	NONE	2 mins.	MSWDO Staff		
MSWDO Staff	form			14014/200		
2. Answer the	2.1 Interview client using	NONE	7-10 mins	MSWDO Staff		
interview by the family intake						
MSWDO Staff	0.00 Davison	NONE	4 10 11 / 20 12 15 15 15 15 15	MOM/DO/-1-#		
	2.2 Review, assess and	NONE	1 hr. (excluding	MSWDO/staff		
	conduct home visitation		travel time).			
	2.3Prepare Social Case		2 hours			
	Study Report		2 110010			
3.Receive Document/	3. Release Social Case	NONE	10 mins	MSWDO staff		
Social Case Study Study Report		14014	10 1111110			
Report						
TOTAL 2 hours and 12						
	<u> </u>		minutes			
-End of Transaction-						

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

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