

Municipal Social Welfare and Development Office (MSWDO)

SERVICE RENDERED: *Provision Of Self-Employment Assistance/ANGAT PANGKABUHAYAN*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no noon break

Monday - Friday

Who May Avail of the Service:

Needy family heads and other family members who have no vocational or business management skills or have no capital to start livelihood project or have existing income generating project but lack of capital

What are the Requirements:

- 1) Certificate of Residency
- 2) Barangay Clearance
- 3) Business Permit

Duration: 100 days

How to Avail of the Service:

Steps	Applicant / Client	Service Provider / Office Activity	Duration of Activity (Under Normal Circumstances)	Person in charge	Required documents / Fees
1 st	Businessman/woman seek for capital assistance	MSWDO/ - masterlist of beneficiaries -for verification		Lilibeth M. Abrenica/ Haidee R. Suyat/ Lydia G. Tomas/ Daisy F. Bascos	Fill up the Agreement to Roll-Back Form / vaccination cards/business permit
2 nd	Businessman/woman applies for business permit/Clearances	BUSINESS ONE STOP SHOP-application form SANITARY PERMIT- Clearance POLICE STATION- Police Clearance		Ismaela A. Espiritu Haily Florence de Asis	Business/ Mayors Permit Clearance Police Clearance

	FIRE STATION- Clearance		Clearance
	MPDC	Rhoderick R. Mina	Clearance
	MSWDO/MAYOR'S OFFICE -for signing/ approval	Nonato S. Abrenica/ Lilibeth M. Abrenica/ Jeanna p. Villablanca Haidee R. Suyat	Agreement Roll-Back Form/ Project Proposal/ Disbursement Payroll

--- End of transaction ---

Municipal Social Welfare and Development Office (MSWDO)

SERVICE RENDERED: *Issuance of Senior Citizens I.D.*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no noon break

Monday - Friday

Who May Avail of the Service:

Senior Citizens (60 years old and above)

What are the Requirements:

- 1) application form
- 2) affidavit of loss (in case of loss ID)
- 3) police blotter (in case of loss ID)

Duration: 2 hrs.& 9 minutes

How to Avail of the Service:

Steps	Applicant / Client	Service Provider / Office Activity	Duration of Activity (Under Normal Circumstances)	Person in charge	Required documents / Fees
1 st	Senior Citizens (60 years old and above) applies for OSCA I.D. Fill- up forms	MSWDO/ OSCA - for verification - assist the Seniors in filling- up the application forms	5 minutes * ID will be released every first week of the month	Lilibeth M. Abrenica/ Haidee R. Suyat/ Arlyn M. Manalo	Fill up the application forms / Birth Certificate for Dual Citizen – proof of dual citizenship
2 nd	Senior Citizens applies for replacement of Loss I.D	MSWDO-information POLICE STATION- Police blotter MAYOR’S OFFICE- affidavit of Loss	30 minutes- 1 hour	Arlyn M. Manalo	Police Blotter Affidavit of Loss:P130.00 Replacement fee : P 100.00
3 rd		MSWDO Encode the Master list	1-30 minutes *every last week of the month	Arlyn M. Manalo	Application forms

4 th	Client will receive the I.D every first week of the month	For signature of OSCA Head For Signature of MCR For Signature of BIR For signature of the Mayor Type the OSCA I.D For Signature of the OSCA Head/ MAYOR	30 minutes 1-2 minutes * ID will be released every first week of the month TOTAL : 2 hrs.& 9 minutes	Arlyn M. Manalo	Senior Citizen I.D
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Municipal Social Welfare and Development Office (MSWDO)

SERVICE RENDERED: *Provision of Financial Assistance under Aid to Individual in Crisis Situations (AICS)*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no noon break

Monday - Friday

Who May Avail of the Service?

Less fortunate and Disadvantage sector of the Community

What are the Requirements?

- 1) Certificate of Indigency 2) Medical Certificate 3) Death Certificate for burial 4) Proof of billing as the case maybe
 5) Certificate eligibility

Duration: 41-55 minutes

How to Avail of the Service:

Steps	Applicant / Client	Service Provider / Office Activity	Duration of Activity (Under Normal Circumstances)	Person in charge	Required documents / Fees
1 st	Less fortunate and Disadvantage sector of the Community in Crisis seek financial assistance	MSWDO Interview/ Intake, verify documents presented	15- 20 mins.	Lilibeth M. Abrenica/ Haidee R. Suyat/ Arlyn M. Manalo Cyrille Q. Romero Diana Jizelle I. Astudillo Gemayma M. Panganiban	* medical certificate(for medical assistance) * death certificate (for burial assistance) *proof of billing *certificate of Indigency
2 nd	Client submit all requirements Client waits for the preparation of the requirements	MSWDO preparation of social case study reports Encode or typewritten as the case maybe MSWDO For signature	15 mins. 1-2mins	Lilibeth M. Abrenica/ Haidee R. Suyat/ Arlyn M. Manalo Cyrille Q. Romero Diana Jizelle I. Astudillo Gemayma M. Panganiban Haidee R. Suyat Lilibeth M. Abrenica	
		Budget Office - for budget allocation/ existence of appropriation	5-10mins	BUDGET OFFICER & STAFF (Efren U. Lopez, Jr., Krizaliz Tubig) ACCOUNTANT & STAFF	Case study with all the required documents with petty cash voucher

<p>3rd</p> <p>4th</p>	<p>Less fortunate and Disadvantage sector of the Community in Crisis receives financial assistance</p>	<p>Accounting Office - for obligation of allotment Mayor's Office For signature</p> <p>Treasury Office - for disbursement</p>	<p>1 min.(if the Mayor is in)</p> <p>3-5mins</p> <p>1-2mins</p> <p>TOTAL: 41-55 minutes</p>	<p>(Evelyn B. Sison & Marlene Francisco)</p> <p>NONATO S. ABRENICA</p> <p>TREASURY OFFICE Gladys B. Salazar</p>	<p>Case study with all the required documents with petty cash voucher</p> <p>Case study with all the required documents with petty cash voucher</p>
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Municipal Social Welfare and Development Office (MSWDO)

SERVICE RENDERED: *Provision of Financial Assistance under Emergency Shelter Assistance (ESA)*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no noon break

Monday - Friday

Who May Avail of the Service?

Less fortunate and Disadvantage sector of the Community

What are the Requirements?

- 1) Certificate of Indigency 2) Police blotter for 3) Fire certification 4) Project proposal
 5) Certificate eligibility

Duration: 41-55 minutes

How to Avail of the Service:

Steps	Applicant / Client	Service Provider / Office Activity	Duration of Activity (Under Normal Circumstances)	Person in charge	Required documents / Fees
1 st	Less fortunate and Disadvantage sector of the Community in Crisis seek financial assistance (Emergency Shelter Assistance)	MSWDO Interview/ Intake, verify documents presented	15- 20 mins.	Lilibeth M. Abrenica/ Haidee R. Suyat/ Arlyn M. Manalo Cyrille Q. Romero Diana Jizelle I. Astudillo Gemayma M. Panganiban	*certificate of Indigency *police blotter/fire certification/project proposal *certificate of eligibility
2 nd	Client submit all requirements Client waits for the preparation of the requirements	MSWDO preparation of project proposal Encode or typewritten of project proposal	15 mins.	Lilibeth M. Abrenica/ Haidee R. Suyat/ Arlyn M. Manalo Cyrille Q. Romero Diana Jizelle I. Astudillo Gemayma M. Panganiban	Project Proposal
		MSWDO For signature	1-2mins	Haidee R. Suyat Lilibeth M. Abrenica	Project Proposal
		Budget Office - for budget allocation/ existence of appropriation	5-10mins	BUDGET OFFICER & STAFF (Efren U. Lopez, Jr., Krizaliz Tubig) ACCOUNTANT & STAFF	

<p>3rd 4th</p>	<p>Less fortunate and Disadvantage sector of the Community in Crisis receives financial assistance</p>	<p>Accounting Office - for obligation of allotment Mayor's Office For signature</p> <p>Treasury Office - for disbursement</p>	<p>1 min.(if the Mayor is in)</p> <p>3-5mins</p> <p>1-2mins</p> <p>TOTAL: 41-55 minutes</p>	<p>(Evelyn B. Sison & Marlene Francisco)</p> <p>NONATO S. ABRENICA</p> <p>TREASURY OFFICE Gladys B. Salazar</p>	<p>Project Proposal</p>
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---- End of transaction ----

Municipal Social Welfare and Development Office (MSWDO)

SERVICE RENDERED: *Issuance of Social Case Study Reports To Different Agencies*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no noon break

Monday - Friday

Who May Avail of the Service:

Less fortunate and Disadvantage sector of the Community

What are the Requirements:

- 1) Certificate of Indigency
- 2) Medical Certificate
- 3) Death Certificate
- 4) Proof of billing as the case maybe
- 5) Request letters
- 6) Request letter reference from other agency

Duration: 1 day and 37 minutes

How to Avail of the Service:

Steps	Applicant / Client	Service Provider / Office Activity	Duration of Activity (Under Normal Circumstances)	Person in charge	Required documents / Fees
1 st	Less fortunate and Disadvantage sector of the Community avail of Social case Study Report as requirement by other agencies for them to avail assistance. Submit all requirements	MSWDO Interview/ Intake, verify documents presented	15-20 minutes	Lilibeth M. Abrenica/ Haidee R. Suyat/ Arlyn M. Manalo Cyrille Q. Romero Diana Jizelle I. Astudillo Gemayma M. Panganiban	medical certificate/abstract/death certificate, letter request, billing account *Request letter reference from other agency *certificate of Indigency
2 nd		Home visitation	1 day	Lilibeth M. Abrenica/ Haidee R. Suyat/ Diana Jizelle I. Astudillo	
3 rd		MSWDO preparation of social case study reports Encode or typewritten as the case maybe	15 minutes	Lilibeth M. Abrenica/ Haidee R. Suyat/ Arlyn M. Manalo Cyrille Q. Romero Diana Jizelle I. Astudillo Gemayma M. Panganiban	

Municipal Social Welfare and Development Office (MSWDO)

SERVICE RENDERED: *Issuance of Referral Letters to Different Agencies*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no noon break

Monday - Friday

Who May Avail of the Service:

Less fortunate and Disadvantage sector of the Community

What are the Requirements:

- 1) Certificate of Indigency 2) Request letter reference from other agency

Duration: 43 minutes

How to Avail of the Service:

Steps	Applicant / Client	Service Provider / Office Activity	Duration of Activity (Under Normal Circumstances)	Person in charge	Required documents / Fees
1 st	Less fortunate and Disadvantage sector of the Community in Crisis seek referral for them to avail social services	MSWDO Interview/ Intake Verify documents submitted	15-20 minutes	Lilibeth M. Abrenica or Haidee R. Suyat or Arlyn M. Manalo Cyrille Q. Romero Diana Jizelle I. Astudillo Gemayma M. Panganiban	*Certificate of Indigency *Request letter from other agencies
2 nd	Client waits while reports being prepared	MSWDO Encode or typewritten	15 minutes	Lilibeth M. Abrenica/ Haidee R. Suyat/ Arlyn M. Manalo Cyrille Q. Romero Diana Jizelle I. Astudillo Gemayma M. Panganiban	
3 rd		MSWDO For signature- Haidee R. Suyat For Signature-Lilibeth M. Abrenica For Signature- Hon. Nonato S. Abrenica	1-5 minutes	Lilibeth M. Abrenica/ Haidee R. Suyat	
4 th	Receive the Referral Letter		1 minute TOTAL: 43 minutes		

--- End of transaction ---

Municipal Social Welfare and Development Office (MSWDO)

SERVICE RENDERED: *Issuance of Persons With Disabilities I.D.*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no noon break
Monday - Friday

Who May Avail of the Service?

Less fortunate and Disadvantage sector of the Community

What are the Requirements?

- 1) Medical Certificate
- 2) Application Forms

Duration: 15 minutes

How to Avail of the Service:

Steps	Applicant / Client	Service Provider / Office Activity	Duration of Activity (Under Normal Circumstances)	Person in charge	Required documents / Fees
1 st	Person with Disabilities Applies for I.D. Fill up forms	MSWDO - information	1-5 minutes	Cyrille Q. Romero	Medical Certificate Fill up the application form Medical Certificate Fill up the application form Application forms PWD ID
2 nd		MSWDO - identification/ evaluation/ verification	1-5 minutes	Lilibeth M. Abrenica Haidee R. Suyat Dr. Gloria A. Liberato	
3 rd		MSWDO - encode/ type the PWD I.D	1-2 minutes	Cyrille Q. Romero	
4 th		For signature- Mayor NONATO S. ABRENICA	1-2 minutes * ID will be release as they come. TOTAL: 15 minutes	Cyrille Q. Romero	

---- End of transaction ----

Municipal Social Welfare and Development Office (MSWDO)

SERVICE RENDERED: *Provision of Wheelchairs and Other Assistive Devices for the Persons with Disabilities and Senior Citizens*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no noon break
Monday - Friday

Who May Avail of the Service:

Indigent Persons with Disabilities and Senior Citizens

What are the Requirements:

- 1) Certificate of Indigency
- 2) Request letters
- 3) Medical Certificate/ indicating the need for assistive device
- 4) Whole body picture

How to Avail of the Service:

Steps	Applicant / Client	Service Provider / Office Activity	Duration of Activity (Under Normal Circumstances)	Person in charge	Required documents / Fees
1 st	Less fortunate persons with Disabilities And Senior Citizens (or their immediate family)	MSWDO Interview/ Intake, verify documents presented	15- 20 minutes.	Lilibeth M. Abrenica/ Haidee R. Suyat/ Cyrille Q. Romero- PWD Focal Person	*Request letter *Medical certificate indicating the need for assistive device *whole body picture *certificate of Indigency
2 nd		Prepares supporting papers	25 minutes	Cyrille Q. Romero- PWD Focal Person	
		Signs Supporting papers	5 minutes		
3 rd		Budget Office - For budget allocation, existence of appropriation	10 minutes	Krizaliz Tubig Efren U. Lopez, Jr.,- MBO	

4 th		Accounting Office - For Obligation of allotment	1-2 days	Evelyn B. Sison Marlene Francisco - Mun. Accountant
5 th		Mayor's Office - For Mayor's approval/signature	3 minutes	Hon. Nonato S. Abrenica
6 th		Treasurer's Office - For payment		Jeanna P. Villablanca- Mun. Treasurer
7 th		Purchase of needed wheelchair and other assistive devices	2 minutes	
8 th		Distribution of wheelchair and other assistive devices	1 hour if supply readily available	Cyrille Q. Romero- PWD Focal Person
9 th	Received wheelchair and other assistive device			

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Municipal Social Welfare and Development Office (MSWDO)

SERVICE RENDERED: *Children In Conflict With Law*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no noon break
Monday - Friday

Who May Avail of the Service:

Minor Children

What are the Requirements:

- 1) Police Reports
- 2) Others

Duration: 1 day or more

How to Avail of the Service:

Steps	Applicant / Client	Service Provider / Office Activity	Duration of Activity (Under Normal Circumstances)	Person in charge	Required documents / Fees
1 st	Children in Conflict with Law	MSWDO Interview/ Intake, verify submitted reports	1 hour- more	Lilibeth M. Abrenica/ Haidee R. Suyat	Police reports Others
2 nd		Preparations of initial report	1 hour-more	Diana Jizelle I. Astudillo Lilibeth M. Abrenica/ Haidee R. Suyat Diana Jizelle I. Astudillo	
3 rd		Home visitation	1 day or more	Lilibeth M. Abrenica/ Haidee R. Suyat	
4 th		Evaluation/ finalization of the case study reports		Diana Jizelle I. Astudillo Lilibeth M. Abrenica/ Haidee R. Suyat	
			Total: 1 day or more		

----- End of transaction -----

Municipal Social Welfare and Development Office (MSWDO)

SERVICE RENDERED: VICTIM OF ABUSED VIOLENCE

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no noon break

Monday - Friday

Who May Avail of the Service:

Abused Person/Citizen

What are the Requirements:

1) Police Reports

2) Others

Duration: 1 day or more

How to Avail of the Service:

Steps	Applicant / Client	Service Provider / Office Activity	Duration of Activity (Under Normal Circumstances)	Person in charge	Required documents / Fees
1 st	Victim of abused violence seeks assistance	MSWDO Interview/ Intake, verify reports submitted (initials)	1 hour- more	Lilibeth M. Abrenica/ Haidee R. Suyat Diana Jizelle I. Astudillo	Police reports Others
2 nd		Preparations of social case study report	1 hour-more	Lilibeth M. Abrenica/ Haidee R. Suyat Diana Jizelle I. Astudillo	
3 rd		Home visitation	1 day or more	Lilibeth M. Abrenica/ Haidee R. Suyat Diana Jizelle I. Astudillo	
4 th		Evaluation/ finalization of the report	1 day or more	Lilibeth M. Abrenica/ Haidee R. Suyat Diana Jizelle I. Astudillo	
		Encode/ type study reports	30 minutes	Lilibeth M. Abrenica/ Haidee R. Suyat Diana Jizelle I. Astudillo	
		MSWDO For signature- Haidee R. Suyat For Signature-Lilibeth M. Abrenica For Signature- Hon. Nonato S. Abrenica	1-5 minutes	Lilibeth M. Abrenica/ Haidee R. Suyat	

			TOTAL:1 day or more		
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Municipal Social Welfare and Development Office (MSWDO)

SERVICE RENDERED: *Issuance of Solo Parent I.D.*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no noon break
Monday - Friday

Who May Avail of the Service:

Single/ Solo Parent

What are the Requirements:

- 1) Social Case Study
- 2) Application forms

Duration: 1 day or more

How to Avail of the Service:

Steps	Applicant / Client	Service Provider / Office Activity	Duration of Activity (Under Normal Circumstances)	Person in charge	Required documents / Fees
1 st	Solo parent	MSWDO Intake, verify documents Interview for social case study	30mins- 1 hour	Lilibeth M. Abrenica/ Haidee R. Suyat Diana Jizelle I. Astudillo	Certification -annulled -abandoned
2 nd		Home visitation	1 day	Lilibeth M. Abrenica/ Haidee R. Suyat Diana Jizelle I. Astudillo	
3 rd		Encode the Social Case study type the ID	5-10 mins	Lilibeth M. Abrenica/ Haidee R. Suyat Diana Jizelle I. Astudillo	
4 th	Client will receive the I.D	For Signature- Hon. NONATO S. ABRENICA	1-2 mins * I.D will be released after 30 days) TOTAL: 1 day and more		Application forms/certifications

----- End of transaction -----

Municipal Social Welfare and Development Office (MSWDO)

SERVICE RENDERED: *Couple Applying For Marriage Counseling Certificate*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no noon break
Monday - Friday

Who May Avail of the Service:

Couple (below 25 years old but not less than 18 years old)

What are the Requirements:

1 Couple not less than 18 years old –OR- Application for marriage license.

Duration: 1 hour & 30 minutes

How to Avail of the Service:

Steps	Applicant / Client	Service Provider / Office Activity	Duration of Activity (Under Normal Circumstances)	Person in charge	Required documents / Fees
1 st	Couple applying for marriage certificate	MSWDO Intake, Interview	30mins	Lilibeth M. Abrenica/ Haidee R. Suyat	
2 nd		Marriage counseling session	1 hour		
3 rd		Marriage counseling certificate release			
			TOTAL: 1 hour & 30 minutes		

--- End of transaction ---