



**Municipal Social Welfare and
Development Office**
External Services



1. SOCIAL SERVICES (FINANCIAL ASSISTANCE)

Financial assistance is given to clients who are in crisis situation.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ○ Identification Card ○ Note from the Office of the Mayor 			From the Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log name at the Office's Log Book and present proof of identity	<ul style="list-style-type: none"> ○ Evaluate and verify documents 	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
2. Answer Interview	<ul style="list-style-type: none"> ○ Intake interview 	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
	<ul style="list-style-type: none"> ○ Approval of Documents 	None	2 minutes	MSWDO
	<ul style="list-style-type: none"> ○ Preparation of Payroll or also known as Form 200 as supporting document for the processing of assistance 	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
3. Claim Cash if Available / or wait notification on the schedule of release of assistance if no cash available	<ul style="list-style-type: none"> ○ Releasing of cash as assistance if available, otherwise client will be advised to wait for a notification whenever there is no cash available 	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
TOTAL		None	10 minutes	



2. SOCIAL SERVICES (EMERGENCY ASSISTANCE)

Emergency assistance is given to clients who are in emergency situation.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ○ Identification Card ○ Note from the Office of the Mayor 			From the Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log name at the Office's Log Book and present proof of identity	<ul style="list-style-type: none"> ○ Evaluate and verify documents 	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
2. Answer Interview	<ul style="list-style-type: none"> ○ Intake interview 	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
	<ul style="list-style-type: none"> ○ Approval of Documents 	None	2 minutes	MSWDO
	<ul style="list-style-type: none"> ○ Preparation of Payroll or also known as Form 200 as supporting document for the processing of assistance 	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
3. Claim Cash if Available / or wait notification on the schedule of release of assistance if no cash available	<ul style="list-style-type: none"> ○ Releasing of cash as assistance if available, otherwise client will be advised to wait for a notification whenever there is no cash available 	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
TOTAL		None	10 minutes	



3. SOCIAL SERVICES (REGULAR BURIAL ASSISTANCE)

Regular burial assistance is given to grieving family who lost their loved one.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ○ Identification Card ○ Death Certificate ○ Note from the Office of the Mayor 			From the Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log name at the Office's Log Book and present proof of identity	<ul style="list-style-type: none"> ○ Evaluate and verify documents 	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
2. Answer Interview	<ul style="list-style-type: none"> ○ Intake interview 	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
	<ul style="list-style-type: none"> ○ Approval of Documents 	None	2 minutes	MSWDO
	<ul style="list-style-type: none"> ○ Preparation of Payroll or also known as Form 200 as supporting document for the processing of assistance 	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
3. Claim Cash if Available / or wait notification on the schedule of release of assistance if no cash available	<ul style="list-style-type: none"> ○ Releasing of cash as assistance if available, otherwise client will be advised to wait for a notification whenever there is no cash available 	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
TOTAL		None	10 minutes	



4. PHILHEALTH MEMBERSHIP

PhilHealth membership is given to clients who wish to avail the Philhealth.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
○ Identification Card		From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log name at the Office's Log Book and present proof of identity	○ Evaluate and verify documents	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
	○ Approval of the Documents	None	2 minutes	MSWDO
	○ Preparation of Endorsement Transmittal to PhilHealth Office	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
2. Receive Transmittal and submit to the Philhealth Office	○ Releasing of Endorsement Transmittal to the client	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
TOTAL		None	8 minutes	



5. KALIPUNAN NG LIPING PILIPINA (KALIPI) MEMBERSHIP

KALIPUNAN NG LIPING PILIPINA (KALIPI) membership is given to women from 18-59 year old.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
○ Identification Card		From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log name at the Office's Log Book, present proof of identity and fill-out registration form	○ Evaluate and verify documents	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
	○ Preparation of ID Card	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
2. Receive ID	○ Releasing of ID Card to the client	None	1 minute	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
TOTAL		None	5 minutes	



6. SENIOR BURIAL ASSISTANCE

Senior Citizen burial assistance is given to grieving family who lost their family member who is a Senior Citizen.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ○ Identification Card ○ Death Certificate ○ Note from the Office of the Mayor 			From the Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log name at the Office's Log Book and present proof of identity	<ul style="list-style-type: none"> ○ Evaluate and verify documents 	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
2. Answer Interview	<ul style="list-style-type: none"> ○ Intake interview 	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
	<ul style="list-style-type: none"> ○ Approval of the documents 	None	2 minutes	MSWDO
	<ul style="list-style-type: none"> ○ Preparation of Payroll or also known as Form 200 as supporting document for the processing of assistance 	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
3. Claim Cash if Available / or wait notification on the schedule of release of assistance if no cash available	<ul style="list-style-type: none"> ○ Releasing of cash as assistance if available, otherwise client will be advised to wait for a notification whenever there is no cash available 	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
TOTAL		None	10 minutes	



7. SOLO PARENT MEMBERSHIP

Solo Parent membership is given to solo parents in the municipality.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
○ Identification Card		From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log name at the Office's Log Book and present proof of identity	○ Evaluate and verify documents	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
	○ Preparation of ID Card	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
2. Receive Transmittal and submit to the Philhealth Office	○ Releasing of Endorsement Transmittal to the client	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
TOTAL		None	6 minutes	



8. PERSONS WITH DISABILITIES MEMBERSHIP

Person with Disability membership is given to Persons with Disability in the municipality.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
○ Identification Card		From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log name at the Office's Log Book, present proof of identity and fill-out registration form	○ Evaluate and verify documents	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
	○ Preparation of ID Card	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
2. Receive ID	○ Releasing of ID Card to the client	None	1 minute	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
TOTAL		None	5 minutes	



9. CASE STUDY

Case study is given to clients as requirement for financial assistance from government and non-government agencies.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
○ Identification Card		From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log name at the Office's Log Book and present proof of identity	○ Evaluate and verify documents	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
2. Answer Interview	○ Intake interview	None	1 hour	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
	○ Background Investigation	None	2 days	
	○ Preparation of Case Study	None	1 day	MSWDO Social Welfare Officer II
3. Receive Case Study	○ Releasing of Case Study	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
	TOTAL	None	3 days, 1 hour and 4 minutes	



10. ISSUANCE OF CERTIFICATE OF INDIGENCY

Certificate of Indigency is given to indigent clients.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
○ Identification Card		From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log name at the Office's Log Book and present proof of identity	○ Evaluate and verify documents	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
2. Answer Interview	○ Intake interview	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
	○ Validation	None	3 minutes	MSWDO Social Welfare Officer II
	○ Preparation of the Certificate of Indigency	None	2 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
3. Receive Certificate of Indigency	○ Releasing of Certificate of Indigency to the Client	None	1 minute	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
TOTAL		None	10 minutes	