



Social Welfare and Development Services

Mandate:

1. Formulate measures for the approval of the Sangguniang Bayan and provide technical assistance and support to the Municipal Mayor in carrying out measures to ensure the delivery of basic services and provision of adequate facilities relative to social welfare and development services;
2. Develop plans and strategies and, upon approval thereof by the Municipal Mayor, implement the same, particularly those which have to do with social welfare and development programs and projects which the Municipal Mayor is empowered to implement and which the Sangguniang Bayan is empowered to provide; the delivery of basic services and provision of adequate facilities relative to social welfare and development services;
3. Identify the basic needs of the needy, the disadvantaged and the impoverished and develop and implement appropriate measures to alleviate their problems and improve their living conditions;
4. Provide relief and appropriate crisis intervention for victims of abuse and exploitation and recommend appropriate measures to deter further abuse and exploitation;
5. Assist the Municipal Mayor in implementing the barangay level program for total development and protection of children up to six (6) years of age;
6. Facilitate the implementation of welfare programs for the disabled, elderly, and victims of drug addiction, the rehabilitation of prisoners and paroles, the prevention of juvenile delinquency and such other activities which would eliminate or minimize the ill-effects of poverty;
7. Initiate and support youth welfare programs that will enhance the role of the youth in nation-building;

8. Coordinate with government agencies and non-governmental organizations which have for their purpose the promotion and the protection of all needy, disadvantaged or impoverished groups or individuals, particularly those identified to be vulnerable and high-risk to exploitation, abuse and neglect;
9. Be in the frontline of service delivery, particularly those which have to do with immediate relief and assistance during and in the aftermath of man-made and natural disasters and calamities;
10. Recommend to the Sangguniang Bayan and advise the Municipal Mayor on all other matters related to social welfare and development services which will improve the livelihood and living conditions of the inhabitants of the municipality; and
11. Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

VISION:

An improved quality of life, enhanced social functioning and well-being of the poor, disadvantaged and vulnerable group, living in a well-developed, progressive and ecologically balanced municipality as a result of the responsive delivery of basic social welfare programs and services.

MISSION:

To uplift the living condition and enhanced the social functioning and well-being of the disadvantaged and distressed communities, families, women, elderly, and PWD, youth and children of the municipality through responsive delivery of basic social welfare programs and services.

1. Issue Certificate of Indigency

The Certificate of Indigency is issued to individuals or families whose family monthly income falls within the per capita poverty threshold set by the NEDA/PSA, Ph 14,498.00/month and monthly poverty threshold for a family of five (5) members of Ph 12,082.00 for whatever legal purpose/s it may serve.

(Data indicated above is based from PSA 1st sem.2021 survey)

Office/Division		MSWDO		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who may avail		Indigent individuals or families who residents of the Municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification of Indigency (1 original copy)		Barangay Hall		
Current Cedula or Community tax certificate (1 photocopy) / Valid Identification card		Barangay Hall / Mun. Treasury Office Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Register in the logbook	1. Provide logbook	None	3 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i>
2. Submit requirements	2. Receive and verify completeness of the submitted requirements.	None	5 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i>

3. Attend to a brief office interview	3. Conduct interview and record family data and other relevant information in the MSWD Family Card. 3.1 Advise client to wait at the designated area.	None	5 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i>
3. Wait for the processing of the certificate of Indigency	4. Prepare the Certification 4.1 Bring the Certification to the Senior Officer for review 4.2 Forward to the MSWD Officer for signature 4.3 Forward to the Mayor's office for notation	None	20 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i>
4. Receive certificate of indigency	5. Record the Certification in the logbook 5.1. Issue certificate of indigency	None	5 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i>
TOTAL		None	38 minutes	

2. Provide Aide to Individual in Crisis Situation (AICS)

Aid to Individual in Crisis Situation is the provision of financial assistance to individuals, family heads and other needy adults (walk-in or referred) identified to be in the following extremely difficult circumstances or situations such as: a) disaster victim (man-made and natural disaster); b) death of an immediate family member; c) victims of accidents; d) victims of violence; e) those who are suffering from chronic disease; and e) other needy adults (per office assessment).

Office/Division	MSWDO
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who may avail	Residents of the Municipality who are in extremely difficult situation/circumstances
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>For disaster victim:</p> <ul style="list-style-type: none"> ✓ Current Cedula or Community tax certificate (1 photocopy) / Valid Identification card ✓ Certification from the Barangay stating the nature of the incident/disaster – 1 original copy ✓ For fire victim, Bureau of Fire Protection (BFP) certification and/or Barangay certification – 1 original copy ✓ Photo documentation / picture – during or after the incident, if available 	<p>Barangay Hall / Mun. Treasury Office</p> <p>Client</p> <p>Barangay Hall</p> <p>Bureau of Fire Protection (BFP Office) of Kasibu / Barangay Hall</p> <p>Client</p>
<p>For death of an immediate family member</p> <ul style="list-style-type: none"> ✓ Current Cedula or Community tax certificate (1 photocopy) / Valid Identification card ✓ Death certificate – 1 copy 	<p>Barangay Hall / Mun. Treasury Office</p> <p>Client</p> <p>Municipal Civil registry Office / Philippine Statistics Agency</p>

<p>For victims of accidents</p> <ul style="list-style-type: none"> ✓ Current Cedula or Community tax certificate (1 photocopy) / Valid Identification card ✓ Police blotter report/excerpt / MDRRMO incident report – 1 original copy 		<p>Barangay Hall / Mun. Treasury Office</p> <p>Client</p> <p>Kasibu Municipal Police Station / Mun. Disaster Risk Reduction Management Office (MDRRMO)</p>		
<p>For victims of violence</p> <ul style="list-style-type: none"> ✓ Current Cedula or Community tax certificate (1 photocopy) / Valid Identification card ✓ Referral from concerned agency / legal documents such as Police blotter report/excerpt / medico-legal certificate / received copy of filed case documents – 1 original copy 		<p>Barangay Hall / Mun. Treasury Office</p> <p>Client</p> <p>Kasibu Municipal Police Station / Mun. Health Office / Kasibu Mun. Hospital / Client</p>		
<p>For individuals suffering from chronic disease (medical assistance)</p> <ul style="list-style-type: none"> ✓ Current Cedula or Community tax certificate (1 photocopy) / Valid Identification card ✓ 1 original copy of any of the following: <ul style="list-style-type: none"> • Medical Certificate / Abstract • Hospital Bill / Statement of Account • Prescription (medicine/assistive device/laboratory request) 		<p>Barangay Hall / Mun. Treasury Office</p> <p>Client</p> <p>Hospital / Doctor's clinic</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Register in the logbook	1. Provide logbook	None	3 minutes	<i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i>

				Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I
2. Submit requirements	2.Receive and verify completeness of the submitted requirements.	None	5 minutes	Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I
3.Attend to office interview	3.Conduct interview 3.1 Prepare/update Family Data Record 3.2 Inform client that the office will still conduct data validation through home visit and/ or collateral interview.	None	1 hour	Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I
4.Wait for the processing of assistance	4.Prepare assessment and accomplish the General Intake Sheet (GIS) 4.1 Review assessment/recommendation 4.2 Approve the recommendation 4.3 Prepare Obligation Request and attached required	None	3 days	<i>Sonia G. Lubiton</i> – SWO II <i>Kristine G. Ayap</i> – SWO I <i>Ivy Joy S. Tindaan</i> – SWO I <i>Shella Mae G. Bin-ong</i> – SWO I <i>Jonalyn T. Arcebal</i> – YDO I <i>Susima T. Balinag</i> – SWO III <i>Merlinda G. Topinio</i> – MSWD Officer <i>Rizalia G. Bulahao</i> – AAssist. II

	documents/requirements for the head of office to certify/approve. 4.4 Forward to concern office for processing and release of payment/assistance			<i>Rizalia G. Bulahao – AAssist. II</i>
5.Receive financial assistance at the Treasury Office	5. Assist client to receive the assistance.	None	10 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i>
TOTAL		None	3 days, 1 hour, 18 minutes	

3. Provide food pack assistance

Food pack assistance is the provision of family food pack/s to individuals or families who are experiencing difficult circumstances or situations brought by pandemic/disaster (man-made and natural disaster). The assistance is usually delivered to the community and/or to the house of identified clients/recipients especially during relief operation because of typhoon. For COVID 19 recipients, the food assistance is delivered to their house.

Office/Division	MSWDO
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who may avail	Residents of the Municipality who are in difficult situation/circumstances
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

For disaster victim: <ul style="list-style-type: none"> ✓ Current Cedula or Community tax certificate / Valid Identification card ✓ Certification from the Barangay stating the nature of the incident/disaster – 1 original copy or MDRRMO incident report ✓ For fire victim, Bureau of Fire Protection (BFP) certification and/or Barangay certification – 1 original copy ✓ Photo documentation / picture – during or after the incident, if available 		Barangay Hall / Mun. Treasury Office Client Barangay Hall MDRRM Office Bureau of Fire Protection (BFP Office) of Kasibu / Barangay Hall Client		
For COVID 19 individuals/families who are undergoing home quarantine: <ul style="list-style-type: none"> ✓ Line list / certified list 		Municipal Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Register in the logbook	1. Provide logbook	None	3 minutes	<i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i> <i>Ivy Joy S. Tindaan – SWO I</i> <i>Shella Mae G. Bin-ong – SWO I</i> <i>Jonalyn T. Arcebal – YDO I</i>
2. Submit requirements	2. Receive and verify submitted requirements.	None	5 minutes	<i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i> <i>Ivy Joy S. Tindaan – SWO I</i> <i>Shella Mae G. Bin-ong – SWO I</i> <i>Jonalyn T. Arcebal – YDO I</i>

3.Attend to office interview	3.Conduct interview 3.3 Prepare/update Family Data Record	None	20 minutes	<i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i> <i>Ivy Joy S. Tindaan – SWO I</i> <i>Shella Mae G. Bin-ong – SWO I</i> <i>Jonalyn T. Arcebal – YDO I</i>
4.Wait for the release of assistance	4.Prepare relief distribution sheet 4.1 Prepare food pack/s and other non-food items available stock in the Office 4.2 Check-out items in the logbook	None	30 minutes	<i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i> <i>Ivy Joy S. Tindaan – SWO I</i> <i>Shella Mae G. Bin-ong – SWO I</i> <i>Jonalyn T. Arcebal – YDO I</i>
5.Sign in the logbook/relief distribution sheet and receive assistance	5. Release assistance	None	5 minutes	<i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i> <i>Ivy Joy S. Tindaan – SWO I</i> <i>Shella Mae G. Bin-ong – SWO I</i> <i>Jonalyn T. Arcebal – YDO I</i>
TOTAL		None	1 hour, 3 minutes	

4. Issue Social Case Study Report

A. Simple transaction:

The social case study report is a Social Work document that records the data and information gathered by the Social Worker so as to understand the nature of the client's difficulty. It is a requirement to avail social services from the Philippine Charity Sweepstakes Office, National Kidney Transplant Institute, Philippine Heart Center for medical and financial assistance and so to other agencies who needs such documents for financial /medical/educational purposes.

Office/Division		MSWDO		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who may avail		Residents of the Municipality in especially difficult circumstances		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Current Cedula or Community tax certificate (1 photocopy) / Valid Identification card		Barangay Hall Client		
Referral letter/request letter (optional)		Requesting Agency		
Latest medical records such as medical Certificate/abstract/hospital bill/statement of account/prescription of medicines or purchase of assistive device/request for laboratory procedure – 1 photocopy		Hospital/ Medical Clinic		
Certificate of enrollment /assessment of fees – 1 original copy		School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Register in the logbook	1. Provide logbook	None	3 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i>
2. Submit requirements	2. Receive and verify completeness of the submitted requirements.	None	5 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i>
3. Attend to Office interview	3. Conduct interview 3.1 Prepare/update Family Data Record	None	1 hour	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I</i>

	3.2 Inform client that the office will still conduct data validation through home visit and/ or collateral interview.			<i>Shella Mae G. Bin-ong – SWO I</i> <i>Jonalyn T. Arcebal – YDO I</i>
4.Wait for the preparation of Social Case Study Report	4.Conduct data gathering through home visit and collateral interview	None	2 days	<i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i> <i>Ivy Joy S. Tindaan – SWO I</i> <i>Shella Mae G. Bin-ong – SWO I</i> <i>Jonalyn T. Arcebal – YDO I</i>
	4.1 Prepare the social case study report	None	4 hours	<i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i> <i>Ivy Joy S. Tindaan – SWO I</i> <i>Shella Mae G. Bin-ong – SWO I</i> <i>Jonalyn T. Arcebal – YDO I</i>
	4.2 Review the social case study report for finalization	None	30 minutes	<i>Susima T. Balinag – SWO III</i>
	4.3 Finalize social case study report	None	20 minutes	<i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i> <i>Ivy Joy S. Tindaan – SWO I</i> <i>Shella Mae G. Bin-ong – SWO I</i> <i>Jonalyn T. Arcebal – YDO I</i>
	4.4 Approve the social case study report	None	5 minutes	<i>Merlinda G. Topinio – MSWD Officer</i>
	4.5 Record the social case study report in the logbook	None	5 minutes	<i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i> <i>Ivy Joy S. Tindaan – SWO I</i> <i>Shella Mae G. Bin-ong – SWO I</i> <i>Jonalyn T. Arcebal – YDO I</i>
5.Receive the Social Case Study Report	5.Issue Social case Study Report	None	5 minutes	<i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i>

				Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I
TOTAL		None	2 days, 6 hours and 13 minutes	

B. Complex transaction:

The social case study report is a social work method of evaluation by examining systematically many characteristics of client/s usually over an extended period. It is one of the vital documents needed in availing foster care services, processing of child adoption, and in availing center-based rehabilitation services. It is also recognized by the court as documentary evidence/attachment for special cases.

Office/Division	MSWDO
Classification	Complex
Type of Transaction	G2C-Government to Government
Who may avail	Residents of the Municipality
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Current Cedula or Community tax certificate (1 photocopy) / Valid Identification card	Barangay Hall Client
Referral letter/request letter (optional)	Requesting Agency
For foster care and adoption purposes: <ul style="list-style-type: none"> ✓ Copy of child birth certificate (foster child/adoptive child) ✓ Copy of marriage certificate of foster parents' applicant and/or adoptive parents 	Municipal Civil Registry Office / Philippine Statistics Authority Municipal Civil Registry Office / Philippine Statistics Authority

For court purposes: ✓ Received copy of filed case/documents		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Register in the logbook	1. Provide logbook	None	3 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i>
2. Submit requirements	2. Receive and verify completeness of the submitted requirements.	None	5 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i>
3. Attend to Office interview	3. Conduct interview 3.1 Prepare/update Family Data Record 3.2 Inform client that the office will still conduct data validation through home visit and/ or collateral interview.	None	2 hours	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i>
4. Wait for the preparation of Social Case Study Report	4. Conduct data gathering through home visit and collateral interview. For adoption and foster care, home visits will be done both to the adoptive parents	None	5 days	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i>

	and biological parents of the child.			
	4.1 Prepare the social case study report following the prescribed agency format	None	2 days	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Sheila Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i>
	4.2 Review the social case study report for finalization	None	2 hours	<i>Susima T. Balinag – SWO III</i>
	4.3 Finalize social case study report	None	30 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Sheila Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i>
	4.4 Approve the social case study report	None	5 minutes	<i>Merlinda G. Topinio - MSWDOfficer</i>
	4.5 Record the social case study report in the logbook	None	5 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Sheila Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i>
5.Receive the Social Case Study Report	5.Issue Social case Study Report	None	5 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Sheila Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i>
TOTAL		None	7 days, 4 hours and 53 minutes	

5. Provide death aid for beneficiaries of deceased senior citizen

Death aid is a financial assistance provided for immediate beneficiaries of deceased senior citizens who are bonafide residents of the municipality of Kasibu pursuant to R.A. 9994.

Office/Division		MSWDO		
Classification		Simple		
Type of Transaction		G2C-Government to Client		
Who may avail		Residents of this Municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death certificate of deceased Senior Citizen		Municipal Civil Registry Office		
OSCA I.D card of the deceased Senior Citizen		Client		
Valid I.D of the claimant/beneficiary		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Register in the logbook	1.Provide logbook	None	3 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i>
2. Submit requirements	2.Receive and verify completeness of the submitted requirements.	None	5 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i>

3. Attend to office interview.	<p>3. Conduct interview</p> <p>3.1 Prepare/update Family Data Record of the claimant</p> <p>3.2 Update senior citizen data base</p> <p>3.3 Inform client to follow up after 3 days</p>	None	30 minutes	<p><i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i> <i>Ivy Joy S. Tindaan – SWO I</i> <i>Shella Mae G. Bin-ong – SWO I</i> <i>Jonalyn T. Arcebal – YDO I</i></p> <p><i>Sonia G. Lubiton – SWO II</i></p> <p><i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i> <i>Ivy Joy S. Tindaan – SWO I</i> <i>Shella Mae G. Bin-ong – SWO I</i> <i>Jonalyn T. Arcebal – YDO I</i></p>
4. Wait for the release of assistance	<p>4. Accomplish death aid intake form</p> <p>4.1 Prepare Obligation Request and attached required documents/requirements for the head of office to certify/approve.</p> <p>4.2 Forward to concern office for processing and release of payment/assistance.</p>	None	3 days	<p><i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i> <i>Ivy Joy S. Tindaan – SWO I</i> <i>Shella Mae G. Bin-ong – SWO I</i> <i>Jonalyn T. Arcebal – YDO I</i></p> <p><i>Rizalia G. Bulahao AAssist. II</i></p> <p><i>Rizalia G. Bulahao AAssist. II</i></p>

5.Receive assistance at the Treasury Office	5. Assist client to receive the assistance.	None	10 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i>
TOTAL		None	3 days, 48 minutes	

6. Issue Person with Disability (PWD) discount card and purchase booklet

The Persons with Disability (PWD) identification card is issued to all persons with any kind of disability/ies for them to avail benefits pursuant to R.A. 9442.

Office/Division		MSWDO		
Classification		Simple		
Type of Transaction		G2C-Government to Client		
Who may avail		Residents of this Municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth certificate of the person with disability – 1 copy		Municipal Civil Registry Office / Philippine Statistics Authority		
Doctor's Certification as to the kind or nature of the applicant's disability		Hospital, Clinic		
2 pcs 1x1 I.D Picture of the person with disability		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Register in the logbook	1.Provide logbook	None	3 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I</i>

				<i>Jonalyn T. Arcebal – YDO I</i>
2. Submit requirements	2.Receive and verify completeness of the submitted requirements.	None	5 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i>
3. Attend to office interview	3.Conduct interview 3.1 Prepare/update Family Data Record	None	15 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i>
4.Fill up registration form	4. Assist client to accomplish PWD registration form 4.1 Enter client's name in the master list of PWD record book	None	10 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i> <i>Jonecy B. Tomilas – Soc. Wel. Assistant</i>
5.Wait for the preparation of discount card	5. Prepare the PWD ID card 5.1 Record in the logbook	None	10 minutes	<i>Jonecy B. Tomilas – Soc. Wel. Assistant</i>
6.Sign in the receiving logbook and receive the discount card	6.Provide receiving logbook and issue the PWD ID card	None	5 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i>
TOTAL		None	48 minutes	

7. Issue Solo Parent ID Card

The Solo Parent ID card is issued to all eligible solo parents of Kasibu for them to avail benefits and privileges pursuant to RA 8972.

Office/Division		MSWDO		
Classification		Simple		
Type of Transaction		G2C-Government to Client		
Who may avail		Residents of this Municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Death certificate of the applicant's spouse (applicable for those widow/widower only)		Municipal Civil Registry Office / Philippine Statistics Authority		
Barangay certification of residency		Barangay Hall		
Barangay certification that the applicant is a solo parent / notarized affidavit stating the circumstances of being a solo parent		Barangay Hall / Lawyer		
Foster family care license		Department of Social Welfare and Dev't. (DSWD)		
Copy of minor's birth certificate who are living with the applicant		Municipal Civil Registry Office / Philippine Statistics Authority		
1 pc. recent 1x1 ID picture		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Register in the logbook	1. Provide logbook	None	3 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I</i>

				<i>Ivy Joy S. Tindaan – SWO I</i> <i>Shella Mae G. Bin-ong – SWO I</i> <i>Jonalyn T. Arcebal – YDO I</i>
2. Submit requirements	2.Receive and verify completeness of the submitted requirements.	None	5 minutes	<i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i> <i>Ivy Joy S. Tindaan – SWO I</i> <i>Shella Mae G. Bin-ong – SWO I</i> <i>Jonalyn T. Arcebal – YDO I</i>
3. Attend to office interview	3.Conduct interview 3.1 Prepare/update Family Data Record	None	15 minutes	<i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i> <i>Ivy Joy S. Tindaan – SWO I</i> <i>Shella Mae G. Bin-ong – SWO I</i> <i>Jonalyn T. Arcebal – YDO I</i>
4.Fill up Solo parent application form	4. Assist client to accomplish Solo Parent application form 4.1 Enter client's name in the master list of Solo parents' logbook	None	10 minutes	<i>Shella Mae G. Bin-ong – SWO I</i>
5.Wait for the preparation of Solo parent ID card	5. Prepare the Solo parent ID card 5.1 Record in the logbook	None	10 minutes	<i>Shella Mae G. Bin-ong – SWO I</i>
6.Sign in the receiving logbook and receive the ID card	6.Provide receiving logbook and issue the ID card	None	5 minutes	<i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i> <i>Ivy Joy S. Tindaan – SWO I</i> <i>Shella Mae G. Bin-ong – SWO I</i> <i>Jonalyn T. Arcebal – YDO I</i>
TOTAL		None	48 minutes	

8. Issue Pre-Marriage Counseling (PMC) Certificate

The pre-marriage counseling certificate is issued to all would-be-couples who have applied for a Marriage License with the Civil Registrar and have completely undergone the four-hour Pre-Marriage Counseling session or orientation from authorized counselors accredited by the Department of Social Welfare and Development Office.

Office/Division		MSWDO		
Classification		Simple		
Type of Transaction		G2C-Government to Client		
Who may avail		Residents of this Municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Applicants have undergone the four-hour Pre-Marriage Counseling (PMC) session/orientation		Pre-Marriage Counseling session hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1.Register in the logbook	1. Provide logbook	None	3 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Shella Mae G. Bin-ong – SWO I</i>
2.Proceed to the designated session hall	2. Assist would-be couples to the session hall	None	5 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Shella Mae G. Bin-ong – SWO I</i>
3.Accomplish Pre-Marriage Counseling (PMC) Form 1 and Marriage Expectation Inventory (MEI)	3. Provide PMC form 1 and MEI and assist would-be couples to accomplish said forms	None	30 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Shella Mae G. Bin-ong – SWO I</i>
4.Submit accomplished forms	4. Collect and review the accomplished forms	None	20 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Shella Mae G. Bin-ong – SWO I</i>

5.Attend to the orientation/ counseling session	5. Conduct orientation/counseling session	None	4 hours	<i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i> <i>Shella Mae G. Bin-ong – SWO I</i>
6.Wait for the preparation of the PMC certificates	6. Prepare PMC certificates and let it be signed by the PMC counselors who conducted the session/orientation	None	10 minutes	<i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i> <i>Shella Mae G. Bin-ong – SWO I</i>
7.Receive the certificate	7. Issue PMC certificate	None	2 minutes	<i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i> <i>Shella Mae G. Bin-ong – SWO I</i>
TOTAL		None	5 hours,10 minutes	

9. Provide psychosocial service

It is the direct psychological and social intervention for individuals or group of individuals aimed at: (a.) helping them re-established their psychological, emotional, and social stability after the disaster or crisis situation; (b.) regaining personal control and helping them plan for the immediate days and the aftermath of the disaster or crisis situation as well as their future.

Office/Division	MSWDO
Classification	Simple
Type of Transaction	G2C-Government to Client
Who may avail	Residents of this Municipality
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Identification/Information of the client	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Register in the logbook	1. Provide logbook	None	3 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i>
2.State the purpose or concern 2.1Attend to Office interview	2. Attend to the concern of the client 2.1Conduct interview for the preparation/updating of Family Data Record 2.2 Establish rapport or healthy working relationship with the client 2.3 Inform client on the specific session/s to be undertaken	None	15 minutes	<i>Sonia G. Lubiton – SWO II Kristine G. Ayap – SWO I Ivy Joy S. Tindaan – SWO I Shella Mae G. Bin-ong – SWO I Jonalyn T. Arcebal – YDO I</i> <i>Sonia G. Lubiton – SWO II Susima T. Balinag – SSWO III Merlinda G. Topinio – MSWD Officer</i>
3.Narrate/state/express the problem or circumstances of the problem	3. Conduct counseling session	None	4 hours	<i>Sonia G. Lubiton – SWO II Susima T. Balinag – SSWO III Merlinda G. Topinio – MSWD Officer</i>
4.Return/attend another session if needed	4. Conduct series of counseling session	None	1 day	<i>Sonia G. Lubiton – SWO II Susima T. Balinag – SSWO III Merlinda G. Topinio – MSWD Officer</i>

5.Receive other support services	5. Provide other support services	None	30 minutes	<i>Sonia G. Lubiton – SWO II Susima T. Balinag – SWO III Merlinda G. Topinio – MSWD Officer</i>
TOTAL		None	1 day, 4 hours and 48 minutes	

10. Issue certificate of cash grant for financial assistance

The Certificate of Cash Grant is issued to the Office of the Municipal Mayor to support request of clients who are found eligible for financial assistance based on assessment /evaluation of the Office.

Office/Division	MSWDO
Classification	Simple
Type of Transaction	G2C-Government to Government
Who may avail	Residents of the Municipality
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter address to the Municipal Mayor with Mayor's Notation or note to the MSWDO (original copy)	Client

Certificate of Barangay Indigency and/or residency (original copy)		Barangay Hall		
Current Cedula or Community tax certificate (1 photocopy) / Valid Identification card		Barangay Hall Client		
<p>A. For medical assistance (1 original copy)</p> <ul style="list-style-type: none"> - Medical Certificate/ Abstract - Hospital Bill/Statement of Account - Prescription (medicine/assistive device/laboratory request) <p>B. For educational assistance (1 original copy)</p> <ul style="list-style-type: none"> - Certificate of enrollment - Statement of Account - Photocopy of School ID card of the student <p>C. Burial Assistance (1 original copy)</p> <ul style="list-style-type: none"> - Death Certificate - Funeral Contract 		<p>Hospital/Medical Clinic</p> <p>School</p> <p>Client</p> <p>Municipal Civil Registry Office Funeral Homes</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Register in the logbook	1. Provide logbook	None	3 minutes	<i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i> <i>Ivy Joy S. Tindaan – SWO I</i> <i>Shella Mae G. Bin-ong – SWO I</i> <i>Jonalyn T. Arcebal – YDO I</i>

2. Submit requirements	2.Receive and verify completeness of the submitted requirements.	None	5 minutes	<i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i> <i>Ivy Joy S. Tindaan – SWO I</i> <i>Shella Mae G. Bin-ong – SWO I</i> <i>Jonalyn T. Arcebal – YDO I</i>
3. Attend to Office interview	3.Conduct interview 3.1Prepare/update Family Data Record 3.2 Inform client that the Office will still conduct data validation through home visit and / or collateral interview	None	30 minutes	<i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i> <i>Ivy Joy S. Tindaan – SWO I</i> <i>Shella Mae G. Bin-ong – SWO I</i> <i>Jonalyn T. Arcebal – YDO I</i>
4.Wait for the approval of the request	4.Conduct home visit and/ or collateral interview for validation 4.1 Prepare assessment and evaluation/ recommendation 4.2 Review the assessment and recommendation 4.3 Prepare certificate of cash grant signed by the Office as recommending official 4.4 Forward the Certificate of Cash Grant with the	None	2 days	<i>Sonia G. Lubiton – SWO II</i> <i>Kristine G. Ayap – SWO I</i> <i>Ivy Joy S. Tindaan – SWO I</i> <i>Shella Mae G. Bin-ong – SWO I</i> <i>Jonalyn T. Arcebal – YDO I</i>

	supporting documents to the Office of the Mun. Mayor			
5. Follow up at the Mayor's Office for appropriate action of the request.	5. Process request for financial assistance	None		<i>Dolores T. Copero</i> Administrative Officer V (AOV) Mun. Mayor's Office
Total		None	2 days, 38 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<p>Answer the client feedback form and drop it at the designated drop box in front of the lobby of Municipal Building 2.</p> <p>Contact info: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>How feedbacks are processed?</p>	<p>Every Friday, the Designated Personnel manning the Public Assistance and Complaint Desk opens the dropbox and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, the client may contact the following: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>How to complain?</p>	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the lobby of Municipal Building 2.</p> <p>Complaints can be also filed via telephone. Make sure to provide the following information: Name of person being complained</p>

	<p>Incident Evidence</p> <p>For inquiries and follow-ups client may contact the following: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>How complaints are processed</p>	<p>The Designated Personnel manning the Public Assistance and Complaint Desk opens the complaint drop box on the daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Designated Personnel manning the public Assistance and Complaint Desk will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Designated Personnel manning the public Assistance and Complaint Desk will give feedback to the client.</p> <p>For inquiries and follow-ups, the client may contact the following: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>Contact Information: Public Assistance and Complaints Desk: Human Resource Management Office:</p>	<p>0975-565-8265 0916-831-4804</p>

Office of the Municipal Mayor:
Anti-Red Tape Authority (ARTA):
Presidential Complaints Center (PCC):
CSC Contact Center ng Bayan:

0997-325-8807
(02) 8478-5091 / (02) 8478-5093 / (02) 8478-5099
8-2498310 / 8-736-8645 / 8-736-8603 / 8-736-8606 / 8-736-8629 / 8-736-8621
09088816565 / 1-6565*