



# **OFFICE OF THE MUNICIPAL SOCIAL WELFARE & DEVELOPMENT**

## **External Services**



## 70. Issuance of Assistance to Individuals in Crisis Situation (AICS) – Medical Assistance.

This is the provision of financial assistance to individuals or families in crisis situations in order to augment their medical needs.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All indigent residents/individuals in crisis situations.			
<b>CHECKLIST OR REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Indigency		Barangay Hall		
2. Hospitalization bill/Medical Abstract		To be provided by the client		
3. Prescription from the Physician		To be provided by the client		
4. CEDULA		Office of the Municipal Treasurer (OMT)		
5. Valid ID of client		To be provided by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits complete requirements.	1.1 Assessment and evaluation of documents.	None	3 minutes	Jaycel Jamiñas
	1.2 Interview of client for further information about the case.	None	3 minutes	
	1.3 Prepare documents for signature by the MSWDO.	None	2 minutes	Rodelyn Joy F. Depatillo
	1.4 MSWDO signs the documents.	None	1 minute	Ronel Monforte
	1.5 Submission of documents to the respective offices for processing (Budget Office, Mayor's Office, Accounting Office)	None	6 minutes	Claudine Jean Aliperio



	and Treasurer's Office)			
2. Client receives the cash assistance		None	1 minute	Office the Municipal Treasurer
<b>TOTAL:</b>		<b>None</b>	<b>16 minutes</b>	



## 71. Issuance of Assistance to Individuals in Crisis Situation (AICS) – Burial Assistance

This is the provision of assistance to individuals or families in crisis situations in order to augment their financial needs during the burial of a loved one.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All indigent residents/individuals in crisis situations.			
<b>CHECKLIST OR REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Indigency		Barangay Hall		
2. Death Certificate		To be provided by the client		
3. CEDULA		Office of the Municipal Treasurer (OMT)		
4. Valid ID of client		To be provided by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits complete requirements.	1.1 Assessment and evaluation of documents.	None	3 minutes	Jaycel Jamiñas
	1.2 Interview of client for further information about the case.	None	3 minutes	Rodelyn Joy F. Depetillo
	1.3 Prepare documents for signature by the MSWDO.	None	2 minutes	Ronel Monforte
	1.4 MSWDO signs the documents.	None	1 minute	Claudine Jean Aliperio
	1.5 Submission of documents to the respective offices for processing (Budget Office, Mayor's Office, Accounting Office and Treasurer's Office)	None	6 minutes	



2. Client receives the cash assistance	None	None	1 minute	Office of the Municipal Treasurer
<b>TOTAL:</b>		<b>None</b>	<b>16 minutes</b>	



## 72. Issuance of Assistance to individuals in Crisis Situation (AICS) - Shelter

This is the provision of assistance to individuals or families in crisis situations due to man-made or natural calamities in order to augment their financial needs.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All indigent residents/individuals			
<b>CHECKLIST OR REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Indigency		Barangay Hall		
2. Barangay Incident Report		Barangay Hall		
3. Police Blotter		Philippine National Police		
4. Fire Certification		Bureau of Fire Protection		
5. CEDULA		Office of the Municipal Treasurer (OMT)		
6. Valid ID of client		To be provided by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits complete requirements.	1.1 Assessment and evaluation of documents.	None	3 minutes	Fernan Dalisay
	1.2 Interview of client for further information about the case.	None	3 minutes	Shahanie Alcoran
	1.3 Prepare documents for signature by the MSWDO.	None	2 minutes	Joefril F.Indiana
	1.4 MSWDO signs the documents.	None	1 minute	
	1.5 Submission of documents to the respective offices for processing (Budget Office, Mayor's Office, Accounting Office)	None	6 minutes	Claudine Jean Aliperio



	and Treasurer's Office)			
2. Client receives the cash assistance.		None	1 minute	Office of the Municipal Treasurer
<b>TOTAL:</b>		<b>None</b>	<b>16 minutes</b>	



### 73. Issuance of OSCA ID

This is a privilege to elderly residents of the municipality provide by RA 9994. An ID is issued to them in order to avail of discounts on medicines, groceries, foods, and others.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Resident Senior Citizens of the Municipality			
<b>CHECKLIST OR REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid ID		To be provided by the client.		
2. Photocopy of Live Birth		To be provided by the client.		
3. 1 pc 1x1 ID picture		To be provided by the client.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client approaches MSWDO staff and submits requirements	1.1 Receipt of requirements.	None	1 minute	Renato E. Fiebre
	1.2 Assessment of requirements and a short interview for verification purposes.	None	1 minute	Renato E. Fiebre
	1.3 Preparation of OSCA ID.	None	1 minute	Renato E. Fiebre
2. Client claims the ID and Purchase booklet.	2.1 Release of OSCA ID and Purchase Booklet.	None	1 minute	Renato E. Fiebre
<b>TOTAL:</b>		<b>None</b>	<b>4 minutes</b>	





## 74. Issuance of Solo Parent ID

This is a privilege to elderly residents of the municipality provide by RA 8972. An ID is issued to them in order to avail of discounts on medicines, groceries, foods, and others.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Resident Solo Parents in the Municipality			
<b>CHECKLIST OR REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Form		MSWDO		
2. Birth certificate of child/children below 18 years old.		To be provided by the client.		
3. Proof of being single/solo parent, such as: death of spouse, Solo parent Certificate from Brgy., court order of annulment or legal separation, barangay certification, certificate of imprisonment and 1x1 ID picture.		To be provided by the client.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits complete requirements.	1.1 Assessment of requirements and evaluation of documents.	None	1 minute	Geline Salva
	1.2 Brief interview to the client for Social Case Study.	None	1 minute	Marven Lampongga
	1.3 Preparation of ID.	None	1 minute	Geline Salva
2. Client receives the Solo Parent ID.	2.1 Release of ID and signing of logbook.	None	1 minute	Marven Lampongga
<b>TOTAL:</b>		<b>None</b>	<b>4 minutes</b>	



## 75. Issuance of PWD ID

These Identification Card and Purchase Booklet are issued to the differently abled persons in the municipality for the to be able to avail of their rights and privileges as prescribed by RA 9442.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Resident Persons with Disability in the Municipality			
<b>CHECKLIST OR REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Form		MSWDO		
2. Medical certificate or Certificate of Disability.		Government Doctor		
3. 1x1 ID picture		To be provided by the client.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits complete requirements.	1.1 Assessment of requirements and evaluation of documents.	None	1 minute	Anthony Genova
	1.2 Brief interview to the client for verification.	None	1 minute	Iner Tropico
	1.3 Preparation of ID.	None	1 minute	Iner Tropico
2. Client receives the PWD ID.	2.1 Release of ID and signing of logbook.	None	1 minute	Anthony Genova
<b>TOTAL:</b>		<b>None</b>	<b>4 minutes</b>	



## 76. Intervention Program for Violence Against Women and Children (VAWC) cases.

This service facilitates the needs of abused women and children and those who have domestic problems.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Women and Children who were abused, or have had domestic problems and victims of other forms of violence.			
<b>CHECKLIST OR REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Blotter report from PNP		Philippine National Police (PNP)		
2. Client Intake Form		Municipal Social Welfare & Dev't Office (MSWD)		
3. Medical Certificate		Municipal Health Office (MHO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client report to PNP	PNP	None	5 minutes	PNP Personnel
2. Refer client to MHO for medicine examination.	MHO	None	5 minutes	Shahanie Alcoran
3. Conduct client intake/interview	MSWD	None	5 minutes	
4. Conduct counseling	MSWD	None	10 minutes	
5. Assessment for disposition of the case/ refer client to Brgy Protection Order (BPO)	Barangay Hall	None	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	



## 77. Intervention Program for Children in Conflict with the Law

This provides psycho-social intervention to children in conflict with the law.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Minors and young adults who acted without discernment.			
<b>CHECKLIST OR REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Blotter report from PNP		PNP		
2. Intake form		MSWDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client report to PNP	PNP	None	5 minutes	PNP Personnel
2. Refer client to MHO for medicine examination.	MHO	None	5 minutes	Shahanie Alcoran
3. Conduct client intake/interview	MSWD	None	5 minutes	
4. Conduct counseling	MSWD	None	10 minutes	
5. Assessment for disposition of the case/ refer client to Brgy Protection Order (BPO)	Barangay Hall	None	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	



## 78. Availment of case studies/referrals

This provides financial augmentation to individuals in crisis situations, for the procurement of medicines, hospital bills, and laboratory.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Individuals or groups who wish to avail of Financial or Medical Assistance to other agencies			
<b>CHECKLIST OR REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Indigency		Barangay hall		
2. Medical or Death Certificate		To be provided by the client		
3. Proof of Billing		To be provided by the client.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits complete requirements.	1.1 Assessment of requirements and evaluation of documents.	None	3 minutes	Ronel Monforte
	1.2 Brief interview to the client for verification.	None	3 minutes	Ronel Monforte
	1.3 Preparation of the document.	None	3 minutes	Shahanie Alcoran
	1.4 MSWDO and Municipal Mayor signs the document.	None	2 minutes	Shahanie Alcoran
	2.1 Release of document and signing of logbook.	None	1 minute	Shayne Clarisse Mendoza
<b>TOTAL:</b>		<b>None</b>	<b>12 minutes</b>	



## 79. Educational Referral

This service conducts case studies to recipients to be submitted to a higher office or other institutions for availment of educational assistance.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students who seek educational aid			
<b>CHECKLIST OR REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Indigency		Barangay Hall		
2. Enrollment form		MSWDO		
3. Statement of Account		To be provided by the client		
4. Valid ID of client		To be provided by the client		
5. CEDULA		Office of the Municipal Treasurer (OMT)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits complete requirements.	1.1 Assessment of requirements and evaluation of documents.	None	3 minutes	Shahanie Alcoran
	1.2 Brief interview to the client for verification.	None	3 minutes	Shayne Clarisse Mendoza
	1.3 Preparation of the document.	None	3 minutes	Shahanie Alcoran
	1.4 MSWDO signs the document.	None	1 minutes	Shahanie Alcoran
2. Client receives the referral letter.	2.1 Release of document and signing of logbook.	None	1 minute	Shayne Clarisse Mendoza
<b>TOTAL:</b>		<b>None</b>	<b>11 minutes</b>	



## 80. Medical Referral

This service conducts case studies to recipients to be submitted to a higher office or other institutions for availment of medical assistance.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students who seek financial aid for hospitalizations			
<b>CHECKLIST OR REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Medical Abstract/ Certificate		From Doctor		
2. Hospital Bill/ Doctor's Prescription		From the Hospital		
3. Valid ID of client		To be provided by the client		
4. CEDULA		Office of the Municipal Treasurer (OMT)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits complete requirements.	1.1 Assessment of requirements and evaluation of documents.	None	3 minutes	Shahanie Alcoran
	1.2 Brief interview to the client for verification.	None	3 minutes	Shayne Clarrise Mendoza
	1.3 Preparation of the document.	None	3 minutes	Ronel Monforte
	1.4 MSDWO signs the referral document.	None	1 minutes	Shahanie Alcoran
2. Client receives the referral letter.	2.1 Release of referral document to requesting client.	None	1 minute	Shayne Clarisse Mendoza
<b>TOTAL:</b>		<b>None</b>	<b>11 minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	Answer the client satisfaction/ client feedback form and drop your accomplished form at the box in the Public Assistance and Complaint Desk, or text to <b>09209769390</b> . You may also call us at <b>(036) 5200181</b> , or email at <b>mayorsofficedumarao@gmail.com</b> or <b>hrmo.mgodumarao@gmail.com</b>
How feedbacks are processed	Feedback requiring answers are forwarded to the office concerned. The head of office will call the concerned staff and discuss the matter in the presence of the applicant/client. If the applicant/client is not satisfied, he/she can go directly to the Human Resource Management Officer or to the Office of the Mayor for proper settlement.
How to file a complaint	<p>1. Upon receipt of the complaints, the HRMO forward said complaints to the Grievance Committee.</p> <p>2. Immediately the committee convenes and calls the attention of concerned employee and informs him/her about the complaints raised against him/her.</p> <p>3. After receipt of the answer of the subject employee, the HRMO shall notify the complainant and inform him/her the answer of his/ her complaint.</p> <p style="text-align: center;">OR</p> <p>With the presence of complainant, the committee together with the subject employee can discuss the problem and give immediate answer or action on it.</p>
Other Agencies where complaints can be filed:	<p>Complaints may also be filed in any of the following government agencies:</p> <p style="text-align: center;"><b>ANTI-RED TAPE AUTHORITY (ARTA)</b>  G/F, HPGV Building (Formerly Accelerando),  395 Senator Gil J. Puyat Avenue, 1200 Makati  (02) 8478-5091 / 478-5099 info@arta.gov.ph  complaints@arta.gov.ph</p>





**PRESIDENTIAL COMPLAINTS CENTER (PCC)  
OFFICE OF THE PRESIDENT**

Bahay Ugnayan, J.P. Laurel Street, Malacañang,  
Manila Telefax: (02)-87368621 (02) 8736-8645  
(02) 8736-8603 (02) 8736-8629 (02) 8736-8621  
[pcc@malacanang.gov.ph](mailto:pcc@malacanang.gov.ph)

**CONTACT CENTER NG BAYAN (CCB)**

Hotline: 1-6565 accessible via PLDT and Smart  
landlines nationwide

- SMS/Text Access: 0908-8816565
- Email: [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph)
- Website: [www.contactcenterngbayan.gov.ph](http://www.contactcenterngbayan.gov.ph)
  - Facebook page:  
[www.facebook.com/contactcenterngbayan](http://www.facebook.com/contactcenterngbayan)