

# **ISSUANCE OF SOCIAL CASE STUDY REPORT FOR:**

## **A) Burial Assistance**

## **B) Hospitalization Assistance**

## **C) Financial Assistance**

### **Schedule of Availability of Service:**

Monday-Friday, 8:00 am to 5:00pm without noon break

### **Who May Avail of the Service:**

Indigent individuals or families

### **What are the Requirements:**

#### ***BURIAL ASSISTANCE***

For Indigents:

- Death certificate of deceased family member
- Marriage Contract or Birth Certificate as proof of relationship to the deceased family member
- Letter request addressed to Municipal Mayor
- Certificate of Indigency from the Punong Barangay
- Valid Identification Card

For Senior Citizens:

- Death Certificate of deceased senior citizen
- Claim Advisory Form
- Certificate of Membership
- Official Receipt of membership fee and monthly dues
- Federation ID
- Marriage Contract if wife is the claimant
- Birth Certificate and Waiver of Siblings if child is the claimant

#### ***HOSPITALIZATION ASSISTANCE***

- Letter request addressed to Municipal Mayor
- Certificate of Indigency from the Punong Barangay
- Valid Identification Card
- Birth Certificate or Marriage Contract of the patient
- Billing Statement from the hospital

#### ***FINANCIAL ASSISTANCE***

- Letter request addressed to Municipal Mayor
- Certificate of Indigency from the Punong Barangay
- Valid Identification Card
- Birth Certificate or Marriage Contract of the patient
- Medical Abstract
- Request for Laboratory examination/procedures

### **Duration:**

55 minutes

**How to Avail of the Service:**

<b>Step</b>	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Duration of Activity (Under Normal Circumstances)</b>	<b>Person in Charge</b>	<b>Fees</b>	<b>Form</b>
1	Proceed to the Municipal Social Welfare and Development Office and Submit complete documents	Evaluate submitted documents	10 minutes	MSWDO Staff	None	
2	Attend an interview	Interview and assess client Prepare social case study report and Request Information Sheet (RIS)	40 minutes	MSWDO Staff	None	
3	Receive Social Case Study Report	Issue Social Case Study Report and RIS	5 minutes	MSWDO Staff	None	
<b>END OF TRANSACTION</b>						

# ISSUANCE OF IDENTIFICATION CARDS

## **Schedule of Availability of Service:**

Monday-Friday, 8:00 am to 5:00pm without noon break

## **Who May Avail of the Service:**

Solo parents  
Person with Disabilities(PWD)  
Senior Citizens

## **What are the Requirements:**

### **SOLO PARENT:**

Filled up application Form  
2 copies of 1x1 picture  
any of the three:  
    Death certificate of spouse  
    Certification from Punong Barangay that they are separated  
    Certification from Punong Barangay that the spouse is imprisoned for more than 1 year

### **PERSON WITH DISABILITIES:**

Filled up application Form  
2 copies of 1x1 picture  
Medical Certificate indicating type of disability

### **SENIOR CITIZENS:**

Filled up application Form  
2 copies of 1x1 picture  
Proof of Age (Birth/Baptismal /Marriage Certificate or Voters Registration Record)

## **Duration:**

25 minutes

## **How to Avail of the Service:**

<b>Step</b>	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Duration of Activity (Under Normal Circumstances)</b>	<b>Person in Charge</b>	<b>Fees</b>	<b>Form</b>
1	Proceed to the Municipal Social Welfare and Development Office and present complete requirements	Validate submitted documents Prepare Identification Card(ID) and record in the logbook	20 minutes	MSWDO Staff	None	Application Form
2	Receive Identification Card	Release ID	2 minutes	MSWDO Staff	None	
<b>END OF TRANSACTION</b>						

# **ISSUANCE OF PURCHASE BOOKLET**

## **Schedule of Availability of Service:**

Monday-Friday, 8:00 am to 5:00pm without noon break

## **Who May Avail of the Service:**

Senior citizens, Person with Disability (PWD)

## **What are the Requirements:**

Senior Citizen/PWD Identification card

## **Duration:**

7 minutes

## **How to Avail of the Service:**

<b>Step</b>	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Duration of Activity (Under Normal Circumstances)</b>	<b>Person in Charge</b>	<b>Fees</b>	<b>Form</b>
1	Proceed to the Social Welfare and Development Office and present requirements	Verify submitted document	5 minutes	MSWDO Staff	None	
2	Receive Purchase Booklet	Issue Purchase Booklet	2 minutes	MSWDO Staff	None	
<b>END OF TRANSACTION</b>						

# **ISSUANCE OF CERTIFICATE OF INDIGENCY**

## **Schedule of Availability of Service:**

Monday-Friday, 8:00 am to 5:00pm without noon break

## **Who May Avail of the Service:**

Bonafide resident who belongs to marginalized group of families

## **What are the Requirements:**

PAO and IBP

1. Certificate of No Property from Assessor's Office
2. Certificate of Indigency from Punong Barangay

## **Duration:**

42 minutes

## **How to Avail of the Service:**

<b>Step</b>	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Duration of Activity (Under Normal Circumstances)</b>	<b>Person in Charge</b>	<b>Fees</b>	<b>Form</b>
1	Proceed to the Social Welfare and Development Office and present complete requirements	Evaluate submitted requirements	5 minutes	Social Welfare Officer III/Social Welfare Assistant	None	
2	Attend an interview	Interview and assess client Prepare the certificate	35 minutes	Social Welfare Officer III/Social Welfare Assistant	None	
2	Claim certificate	Release certificate	2 minutes	MSWDO Staff	None	Certificate of Indigency
<b>END OF TRANSACTION</b>						

# **ISSUANCE OF PRE-MARRIAGE COUNSELLING (PMC) CERTIFICATE**

**Schedule of Availability of Service:**

Monday-Friday, 8:00 am to 5:00pm without noon break

**Who May Avail of the Service:**

Couples even if they already have a child

**What are the Requirements:**

Accomplished PMC Registration Form

**Duration:**

2 hours and 17 minutes

**How to Avail of the Service:**

<b>Step</b>	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Duration of Activity (Under Normal Circumstances)</b>	<b>Person in Charge</b>	<b>Fees</b>	<b>Form</b>
1	Proceed to the Social Welfare and Development Office and present requirement	Assess and evaluate requirement	10 minutes	Administrative Aide II	None	Marriage Inventory Form
2	Attend Pre-Marriage Counseling Orientation	Conduct Family Planning and Responsible Parenthood Seminar. Issue order of payment	2 hours	Social Worker Officer II/Administrative Aide II	None	Couples Information Sheet/Order Payment Form
3	Pay at the Treasurer's Office	Accept payment and issue Official Receipt (O.R.)	5 minutes	Revenue Collection Clerk II	P100.00	Accountable Form No. 51/Official Receipt
2	Claim certificate	Release certificate	2 minutes	MSWDO Staff	None	Pre-Marriage Counseling Certificate
<b>END OF TRANSACTION</b>						