

SERVICES

1. Assistance to Individuals in Crisis Situation (AICS)

This is one of the DSWD's programs to protect the rights of the poor and vulnerable, and one of its famous services is Assistance to Individuals in Crisis Situation (AICS). This provides assistance to individuals or families in difficult situations such as poor health conditions and natural or manmade calamities. Assistance includes medical, burial, education, transportation and referral services.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest prescription by a certified doctor				
2. Medical referral				
3. Hospital Bill		Hospital		
4. Barangay Endorsement		Barangay		
5. Community Tax Certificate				
6. Death Certificate		MCR		
7. Pictures of damaged houses (fire and typhoon victim)		Client		
8. Certificate from OWWA		OWWA		
9. Certificate of no Medicines		RHU		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of requirements	1.1 Interview and assessment ➤ Coordinated with the doctor, if necessary	None	5 minutes	Dianarra R. Vergara, RSW MGDH-MSWDO Joyce A. Parado DCW-I MSWD Staff
2. Client's signature on the payroll/vouchers	2.1 Making of payroll/vouchers	None	3 minutes	
	2.2 Prepares certificate of eligibility		1 minute	
	2.3 Processing of payrolls/vouchers		Depends on the availability of the signatories.	
3. Waiting for the releasing of assistance	3.1 Provision of corresponding assistance	None	Depends on the release of check by the responsible office.	
TOTAL:		None	9 minutes	

2. Social Case Study Report

Social Case Study Reports (SCSR) is required by charitable institutions, government hospitals and non-government organization that provide services to clients and patients.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral or request from a certified doctor		Hospital/RHU		
2. Medical Certificate		Hospital of choice of the client		
3. Barangay Endorsement		Barangay		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of requirements	1.1 Interview and assessment by MSWDO (RSW) (nearest relative who has complete knowledge on	None	Case to case basis (depending upon the availability of the signatories).	Dianarra R. Vergara, RSW MGDH-MSWDO

	the client's information & condition)		1 day Depending upon the availability of the signatories.	Ma. Cielo G. Ducot, RSW Focal Person of Children Protection Program
2. Waiting for the releasing of SCSR	2.1 Preparation of the SCSR	None		
	2.2 Review/approval & release of SCSR			
TOTAL:		None		

3. Certificate of Indigency (CI)

A Certificate of Indigency is required to avail of the services of charitable institutions, government and non-government organizations and institutions and for legal assistance.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification of Residency		Barangay		
2. Certification from the Municipal Assessor's Office (MAO) for non-ownership of real property		MAO		
3. Certificate from the Bureau of Internal Revenue (BIR) as a non-tax filer		BIR		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of requirements	1.1 Interview and assessment (nearest relative who has complete knowledge on the client's information and condition)	None	5 minutes (depending upon the availability of the signatories)	Dianarra R. Vergara, RSW MGDH-MSWDO Joyce A. Parado DCW-I MSWDO Staff
	2. Waiting for the releasing of CI			
	2.1 Preparation of the CI	None		
	2.2 Review/approval & release of CI			
TOTAL:		None		

4. Child Welfare Program (CWP)

The DSWD supports and recognizes the important role that the children play in nation building. Furthermore, it supports children's rights to survive, be protected developed totally concurring the seven domains of growth and development.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Indorsement		Barangay		
2. Medical Certificate		Hospital		
3. Liquidation Report		MSWDO		
4. Those who are three (3) to four (4) years old				
5. Residents of your barangay				
6. Birth Certificate		Client		
7. Under-Five Health Card		RHU		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of requirements	1.1 Interview and assessment	None	1 to 2 days	Dianarra R. Vergara, RSW MGDH-MSWDO Joyce A. Parado
	1.2 Coordinates with other agencies on the availability of service			

	1.3 Conducting home visitation to the client to his/her new shelter	None		DCW-I Tracy Ann S. Azores DCW-I
	1.4 Prepares pertinent documents	None		
	1.5 Supplementary Feeding Program	None		
	1.6 Children Eligible for DCS	None		
TOTAL:		None	1 to 2 days	

5. Intervention Plan/Diversion of Contract for Children in Conflict with the Law (CICL)

This program mainly serves as child protection measures to prevent and respond to abuse, neglect, exploitation and violence affecting children in all setting.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate/Baptismal Certificate/School Records		Client / Church / School		
2. Barangay Indorsement		Barangay		
3. Barangay Indigency		Barangay		
4. Valid ID		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of requirements	1.1 Interview and assessment of CICL using the tools	None	Case to case basis	Dianarra R. Vergara, RSW MGDH-MSWDO Ma. Cielo G. Ducot, RSW Focal Person of Children Protection Program
	1.2 Coordinates with Barangay Officials/relative and other agency	None		
	1.3 Determine if with or without discernment			
	1.4 Prepares pertinent reports & diversion contracts			
	1.5 Monitoring on the implementation of the Intervention Plan/Diversion Contract agreements			
	1.6 Home Visitation			
TOTAL:		None		

6. Provision of master list for potential Kinder pupils

The DSWD supports and recognizes the important role that the children play in nation building. Furthermore, it supports children's rights to survive, be protected developed totally concurring the seven domains of growth and development.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		MSWDO		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares pertinent documents	1.1 Receiving of request letter	None	4 hours	Dianarra R. Vergara, RSW

	1.2 Prepare the complete master list with MSWDO's signature & official seal	None		MGDH-MSWDO Joyce A. Parado DCW-I
	1.3 Release of the master list	None		Tracy Ann S. Azores DCW-I
TOTAL:		None		

7. Welfare of Socially Disadvantage Women

The DSWD supports and recognizes the important role that the children play in nation building. Furthermore, it supports children's rights to survive, be protected developed totally concurring the seven domains of growth and development.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Indorsement	Barangay			
2. BPO	Barangay			
3. Medical Certificate	Hospital/RHU			
4. Copy of "Salaysay" from PNP	PNP			
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of requirements	1.1 Receiving and recording of client's information	None	Case to case basis	Dianarra R. Vergara, RSW MGDH-MSWDO Tracy Ann S. Azores DCW-I Ma. Cielo G. Ducot Focal Person of Children Protection Program
2. Client's signature on the payroll/vouchers	2.1 Interview and assessment ➤ Counselling of the clients.	None		
3. Preparation of the payroll/vouchers for the assistance of the clients.	3.1 Coordinates with other agencies, if necessary.			
4. Waiting for the releasing of assistance	4.1 Prepares pertinent documents and provision of corresponding assistance			
TOTAL:		None		

8. Solo Parent

Pursuant to the state policy promote the family as the foundation of the nation, Republic Act 8972 or the Solo Parents Welfare Act of 2020 was pass to provide government support to the disadvantage sector – the solo parents and their children.

The Local Government Unit through the MSWD will have a Focal Person who will be responsible to the growing number of solo parents who find it difficult to cope with the effects of solo parenting.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification	Barangay			
2. Declaration of Nullity of Marriage	PSA			
3. Katibayan o medical certificate na hindi sapat and mental na kapasidad	Hospital/RHU			
4. Certificate of No Marriage (CENOMAR)	PSA			

5. Birth Certificate ng anak	Client			
6. Income Tax Return (ITR)				
7. 1x1 picture (2pcs.)				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of requirements	1.1 Interview	None	3 to 5minutes Interview	Dianarra R. Vergara, RSW MGDH-MSWDO Erlinda G. Corpuz Focal Person of Solo Parent's Welfare Program
	1.2 Orientation/Seminar		Releasing of ID (depending upon the availability of the signatories)	
	1.3 Giving of Requirements			
TOTAL:		None		

9. Organizing of women through KALIPI (Kalipunan ng Liping Pilipina)

KALIPI or Kalipunan ng Liping Pilipina is a national Federation of women's organization, committed to respond to the need of organizing the women which genuinely promotes women's development and empowerment through harnessing their strengths, and developing their full potentials as human beings. It is non-political, non-profit, non-stock and non-sectarian.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application/Registration form		MSWDO		
2. Membership fee		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Application/ Registration form	1.1 Receiving and recording of clients	P5.00	5 minutes	Dianarra R. Vergara, RSW MGDH-MSWDO Grace M. Huelva Focal Person of Women Welfare Program
	1.2 Brief orientation, fill-up registration and membership form			
	1.3 Submission of documents to PSWD for the issuance of official ID card			
TOTAL:		P5.00	5 minutes	

10. Disaster Relief Assistance

The Municipal Social Welfare and Development Office are at the foremost of relief assistance during natural or manmade calamities such as typhoon, fires, and earthquakes. Among other, it distributes relief goods and provides housing materials to families whose houses have been destroyed by calamities. It also provides financial assistance and referrals to concerned agencies.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification of Residency		Barangay		
2. Pictures of Affected properties		Client/Barangay Officials		
3. For victims of fire: Barangay Blotter or Certification from BFP		BFP		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Presentation of requirements	1.1 Receiving and recording of client's information	None	15 minutes	Dianarra R. Vergara, RSW MGDH-MSWDO Joyce A. Parado DCW-I Tracy Ann S. Azores DCW-I Other MSWD Staff
2. Client's signature on the payroll/vouchers	2.1 Interview and assessment			
3. Waiting for the releasing of assistance	3.1 Provision of assistance			
TOTAL:		None	15 minutes	

11. Sustainable Livelihood Program (SLP)

The Sustainable Livelihood Program (SLP) is a capability building program for the poor, vulnerable and marginalized households and communities to help improve their socio-economic conditions through accessing and acquiring necessary assets to engage in and maintain thriving livelihoods.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Pantawid and Listahanan HH beneficiaries only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any valid Government issued ID/s		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application for SLP Livelihood Project	1.1 Pre-implementation - Profiling and name matching	None	Maximum of 1 year	Margaret Keane L. Villaverde Focal Person of SLP Jane Marie A. Ungriano Focal Person of SLP
2. Attend consultation meetings/assemblies	2.1 Meetings/assemblies - Program Orientation - Social Preparation - Project development			
3. Submit necessary documentary requirements attachment to the project proposal	3.1 Project Review and Approval			
	3.2 Project implementation			
	3.3 Project monitoring and evaluation			
	3.4 Receiving and recording of collection			
	3.5 Monthly monitoring at barangay			
4. Conduct regular meeting (if applicable)	4.1 Monthly meeting SLP officers			
5. Submit the reports regularly	5.1 Release of fund			
TOTAL:		None		

12. Persons with Disability (PWD)

The office of the Municipal Mayor thru the MSWDO with the assistance of the PWD Focal Person, supports and recognizes the Persons with Disability (PWD) as one of the sector of our society; hence, they should be treated with proper care and attention as well as to provide protection for the poor, sick and abandoned PWD, in order to pursue their potentials and provide opportunities to restore their social functioning and participation in community affairs. The program for persons with disabilities that were devolved to the local government units, Republic Act 9442, amended by the RA7277 the MAGNA CARTA for PWD and Batas Pambansa Blg. 344 all provided the need for a strong agency to monitor and advocate the implementation of the programs and services for disabled persons.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	PWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PWD profiler form		PWD Office		
2. 1x1 picture (4pcs.)		Client		
3. Barangay Residence Certificate		Barangay		
4. Medical Certificate		Hospital / RHU		
5. Photocopy Birth Certificate				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire or apply at PWD Office	1.1 Presentation of requirements	None	Case to case basis	Baby Jean V. Nanale Focal Person of PWD
2. Submission of the requirements to Focal Person of PWD	2.1 Interview & assessment			
3. Waiting for the releasing of PWD ID	3.1 Preparation of PWD ID and booklet			
	3.2 Approval & release of ID's and booklet			
	3.3 Preparation of Voucher for PWD program			
4. Conduct regular meeting (if applicable)	4.1 Monitoring & Quarterly Meeting			
TOTAL:		None	15 minutes	

13. Senior ID

The OSCA under the Office of the Municipal Mayor, will be managed by the OSCA-Head and Staff thru the supervision of the MSWDO, with the task to promote Social Justice and services, for the Welfare of Older Persons (OP) Senior Citizens (SC), especially Persons with Disability (PWD) and bedridden, we support the priority benefits and privileges of our S.C. pursuant with the principles of the following: (1) RA 9994 – The Expanded Senior Citizens Act of 2010; (2) RA 7876 – The S.C. Center Act of the Philippines which provide comprehensive Health Care and Wellness Program; (3) RA 10606 – The National Health Insurance Act of 2013 for the Mandatory Health coverage of S.C.; and The Philippines Plan of Action for S.C. 2012-2016, the promotions of active ageing thru Social Protection for the Rights, Welfare and Empowerment of the Elderly.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Senior Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		OSCA		
2. 1x1 picture (2pcs.)		Client		
3. Photocopy of Birth Certificate				
4. Long Folder (1pc)				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire or apply at OSCA Office	1.1 Presentation of requirements	P100.00	Case to case basis	William P. Azuala OSCA Head Emerita G. Gaela SC President Josefina A. Azuela OSCA Focal Person Rachelle U. Oliveros
2. Submission of the requirements to OSCA Staff	2.1 Interview & assessment			
3. Waiting for the releasing of Senior Citizen's ID	3.1 Client signature on the Application			
	3.2 Preparation of Senior Citizen's ID			
	3.3 Approval & Release of IDs			

				OSCA Aide/Wellness
		TOTAL:	P100.00	

14. Philhealth (MDR)

The OSCA under the Office of the Municipal Mayor, will be managed by the OSCA-Head and Staff thru the supervision of the MSWDO, with the task to promote Social Justice and services, for the Welfare of Older Persons (OP) Senior Citizens (SC), especially Persons with Disability (PWD) and bedridden, we support the priority benefits and privileges of our S.C. pursuant with the principles of the following: (1) RA 9994 – The Expanded Senior Citizens Act of 2010; (2) RA 7876 – The S.C. Center Act of the Philippines which provide comprehensive Health Care and Wellness Program; (3) RA 10606 – The National Health Insurance Act of 2013 for the Mandatory Health coverage of S.C.; and The Philippines Plan of Action for S.C. 2012-2016, the promotions of active ageing thru Social Protection for the Rights, Welfare and Empowerment of the Elderly.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Senior Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of SC ID		Client		
2. PMRF		OSCA		
3. 1x1 picture (2pcs)		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire or apply at OSCA Office	1.1 Presentation of requirements	None	Case to case basis	William P. Azuala OSCA Head
2. Submission of the requirements to OSCA Staff	2.1 Interview & assessment			Emerita G. Gaela SC President
3. Waiting for the releasing of Philhealth ID or MDR	3.1 Client Signature on the Application			Josefina A. Azuela OSCA Focal Person
				Rachelle U. Oliveros OSCA Aide/Wellness
TOTAL:		None		

15. Social Pension

The OSCA under the Office of the Municipal Mayor, will be managed by the OSCA-Head and Staff thru the supervision of the MSWDO, with the task to promote Social Justice and services, for the Welfare of Older Persons (OP) Senior Citizens (SC), especially Persons with Disability (PWD) and bedridden, we support the priority benefits and privileges of our S.C. pursuant with the principles of the following: (1) RA 9994 – The Expanded Senior Citizens Act of 2010; (2) RA 7876 – The S.C. Center Act of the Philippines which provide comprehensive Health Care and Wellness Program; (3) RA 10606 – The National Health Insurance Act of 2013 for the Mandatory Health coverage of S.C.; and The Philippines Plan of Action for S.C. 2012-2016, the promotions of active ageing thru Social Protection for the Rights, Welfare and Empowerment of the Elderly.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Senior Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1x1 picture (2pcs)		Client		

Intake Form (w/ signature)		OSCA		
Certification of Indigency with signature of Selection Committee		Barangay		
Photocopy of SC ID back-to-back (colored) 2pcs		Client		
Photocopy of Birth Certificate or Voter's ID of Certification from COMELEC		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire or apply at OSCA Office	1.1 Interview & Assessment	None	Case to case basis	Brgy. Selection Committee Dianarra R. Vergara, RSW MGDH-MSWDO Willian P. Azaula OSCA Head Emerita G. Gaela SC President Josefina A. Azuela OSCA Focal Person Rachelle U. Oliveros OSCA Aide/Wellness
2. Selection Committee will select the qualified SC Pensioner	2.1 Presentation of Requirements			
3. List of requirements to OSCA Staff	3.1 Approval of Signatory Person			
4. Fill-up application form that will be submitted by barangay Senior Citizen President	4.1 Process the requirements and follow up to DSWD Region IV-A			
5. Waiting to be called thru cell phone.				
TOTAL:		None		

16. Issuance Purchased Slip/Grocery Booklet

The OSCA under the Office of the Municipal Mayor, will be managed by the OSCA-Head and Staff thru the supervision of the MSWDO, with the task to promote Social Justice and services, for the Welfare of Older Persons (OP) Senior Citizens (SC), especially Persons with Disability (PWD) and bedridden, we support the priority benefits and privileges of our S.C. pursuant with the principles of the following: (1) RA 9994 – The Expanded Senior Citizens Act of 2010; (2) RA 7876 – The S.C. Center Act of the Philippines which provide comprehensive Health Care and Wellness Program; (3) RA 10606 – The National Health Insurance Act of 2013 for the Mandatory Health coverage of S.C.; and The Philippines Plan of Action for S.C. 2012-2016, the promotions of active ageing thru Social Protection for the Rights, Welfare and Empowerment of the Elderly.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Senior Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ID card of SC		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide ID Card of SC	1.1 Issuance Purchased Slip/Grocery Booklet	P25.00 – medicine booklet P35.00 – booklet of grocery	3 minutes	Willian P. Azaula OSCA Head Emerita G. Gaela SC President Josefina A. Azuela OSCA Focal Person Rachelle U. Oliveros OSCA Aide/Wellness
2. Payment Fee				
TOTAL:		P60.00	3 minutes	

17. Issuance of Pantawid ID

It is to promote the family as a foundation of the nation, strengthen its solidarity and ensure total development. In support to this policy, the Pantawid Pamilyang Pilipino Program (4P's) has been developed as poverty reduction measure. The DSWD was tasked to lead the implementation of this program and the Municipality of Polillo has been identified as site for the implementation of the program. The LGU shall provide logistic counterpart as indicated in the Memorandum of Agreement (MOA).

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Pantawid Beneficiary only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 latest 1x1 Picture		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of 1 Latest 1x1 Picture	1.1 Interview and Validation	None	5 minutes	Marion F. Taday Municipal Link Francia B. Ibarreta Municipal Link Mary Rose A. Abanica Social Welfare Assistant John Michael G. Pasoot LGU Link Lea L. Flores LGU Link
	1.2 Processing and releasing			
TOTAL:		None	5 minutes	

18. Issuance of Pantawid Certification (School Admission – Entrance to College/Philhealth Certification)

It is to promote the family as a foundation of the nation, strengthen its solidarity and ensure total development. In support to this policy, the Pantawid Pamilyang Pilipino Program (4P's) has been developed as poverty reduction measure. The DSWD was tasked to lead the implementation of this program and the Municipality of Polillo has been identified as site for the implementation of the program. The LGU shall provide logistic counterpart as indicated in the Memorandum of Agreement (MOA).

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Pantawid Beneficiary only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pantawid ID		Client		
2. Copy of Enrolment Form or Form 138		School		
3. Request Letter from Hospital		Hospital/RHU		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Represent the Pantawid ID of grantee 2. Submit the needed requirements 3. Waiting for the releasing of Pantawid Certification	1.1 Interview and Assessment	None	5 minutes	Marion F. Taday Municipal Link Francia B. Ibarreta Municipal Link
	2.1 Validation and Approval			
	3.1 Processing and releasing			

				Mary Rose A. Abanica Social Welfare Assistant John Michael G. Pasoot LGU Link Lea L. Flores LGU Link
TOTAL:		None	5 minutes	

19. Social Case Study Report/Case Assessment Report

It is to promote the family as a foundation of the nation, strengthen its solidarity and ensure total development. In support to this policy, the Pantawid Pamilyang Pilipino Program (4P's) has been developed as poverty reduction measure. The DSWD was tasked to lead the implementation of this program and the Municipality of Polillo has been identified as site for the implementation of the program. The LGU shall provide logistic counterpart as indicated in the Memorandum of Agreement (MOA).

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Pantawid Beneficiary only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pantawid ID		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Represent the Pantawid ID of grantee	1.1 Interview and Assessment	None	Case to Case Basis	Marion F. Taday Municipal Link Francia B. Ibarreta Municipal Link
	1.2 Review and Processing			
	1.3 Request for Referral (for Referral only)			
	1.4 Submission of accomplished SCSR/CAR to Immediate Supervisor			
TOTAL:		None		

20. GRS Complaint

It is to promote the family as a foundation of the nation, strengthen its solidarity and ensure total development. In support to this policy, the Pantawid Pamilyang Pilipino Program (4P's) has been developed as poverty reduction measure. The DSWD was tasked to lead the implementation of this program and the Municipality of Polillo has been identified as site for the implementation of the program. The LGU shall provide logistic counterpart as indicated in the Memorandum of Agreement (MOA).

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Pantawid Beneficiary only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pantawid ID		Client		
2. GRS Form 1		Pantawid Staff		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client's presence at the office	1.1 Interview and Assessment	None	10 – 20 minutes	Marion F. Taday Municipal Link

2. Client's testimony or story.	2.1 Validation			Francia B. Ibarreta Municipal Link Mary Rose A. Abanica Social Welfare Assistant John Michael G. Pasoot LGU Link Lea L. Flores LGU Link
	2.2 Review & Processing			
	2.3 Submission of Processed Complaint			
TOTAL:		None		

21. Beneficiary Update System

It is to promote the family as a foundation of the nation, strengthen its solidarity and ensure total development. In support to this policy, the Pantawid Pamilyang Pilipino Program (4P's) has been developed as poverty reduction measure. The DSWD was tasked to lead the implementation of this program and the Municipality of Polillo has been identified as site for the implementation of the program. The LGU shall provide logistic counterpart as indicated in the Memorandum of Agreement (MOA).

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Pantawid Beneficiary only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pantawid ID	Client			
2. Bus Form 5	Pantawid Staff			
3. School Certificate/Health Certificate	Pantawid Staff			
4. ML Certificate	ML Staff			
5. Brgy. Certificate	Barangay			
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID	1.1 Interview and Assessment	None	5 – 10 minutes	Marion F. Taday Municipal Link
2. Fill-up Bus Form 5	2.1 Validation Request for Referral			Francia B. Ibarreta Municipal Link
	2.2 Review & Processing			
3. Submit the School or Health Certificate	3.1 Process the necessary documents			Mary Rose A. Abanica Social Welfare Assistant
4. Submit other necessary requirements				John Michael G. Pasoot LGU Link
		Lea L. Flores LGU Link		
TOTAL:		None		