

1. Request for Aid to Individuals in Crisis Situation (AICS)

The aid to individuals in crisis situation is provided to individuals/families who are in need of emergency assistance during crisis situations.

Office of Division	Office of the MSWDO			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	All Qualified Residents			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
<p>For Hospitalization</p> <ol style="list-style-type: none"> 1. Certificate of Indigency (1 Original Copy) 2. Medical Certificate (1 photocopy) 3. Statement of Account (1 photocopy) <ul style="list-style-type: none"> • Promissory Note (1 photocopy) in case the patient is discharged with an outstanding hospital balance <p>For Medical Assistance</p> <ol style="list-style-type: none"> 1. Certificate of Indigency (1Original Copy) 2. Medical Certificate (1 photocopy) 3. Doctor's Prescription (1 photocopy) 			<p>Barangay Hall Hospital of Confinement Hospital of Confinement Hospital of Confinement</p> <p>Barangay Hall Hospital of Confinement Physician</p>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up logbook	1. Interview client for assessment and evaluation	None	10 mins	<i>Carlo Castaneda</i> Municipal Social Welfare and Development Office

2. Submit requirements	2. Prepare the voucher	None	1 day	<i>Carlo Castaneda</i> <i>Social Welfare Assistant</i> Municipal Social Welfare and Development Office
3. Wait for the processing and approval of voucher	3. Submit voucher to Budget Office, Accounting and Treasury Office for processing and signing	None	15 mins	<i>Carlo Castaneda</i> <i>Social Welfare Assistant</i> Municipal Social Welfare and Development Office
4. Receive the cash assistance and sign voucher	4. Release payment	None	5 mins	<i>Corazon Raga</i> <i>Municipal Treasurer</i> Municipal Treasurer's office
TOTAL PROCESSING TIME			1 day and 30 mins	

2. Issuance of PRE MARRIAGE COUNSELLING CERTIFICATE

Issued to couple applying for a marriage license

Office of Division	Office of the MSWDO	
Classification:	Simple	
Type of Transaction:	G2C-Government to Citizen	
Who may Avail:	Couples getting married	
CHECKLIST OF REQUIREMENT		WHERE TO SECURE
1. Barangay Clearance (1 Original Copy) 2. LCR Clearance (1 Original Copy)		Barangay Hall Municipal Civil Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up logbook and present requirements	1. Evaluate the documents / requirements presented by the applicant	None	3 mins.	<i>Carlo Castaneda</i> <i>Social Welfare Assistant</i> Municipal Social Welfare and Development Office
2. Attend PMC session (as scheduled)	2. Conduct the PMC Session on Responsible Parenthood	None	2 hrs.	<i>Maribien Reclusado</i> <i>Municipal Social Welfare and Development Officer</i> Municipal Social Welfare and Development Office
	2.2. Conduct of Family Planning Session	None	2 hrs.	<i>Nurse II</i> Rural Health Unit
3. Pay corresponding fee	3. Receive payment and Issue Official receipt	PHP 100.00	10 mins.	<i>Clarice Ann Rocero</i> Municipal Treasurer's Office
4. Present Official Receipt and receive PMC Certificate	4. Issue PMC Certificate	None	10 mins.	<i>Carlo Castaneda</i> <i>Social Welfare Assistant</i> Municipal Social Welfare and Development Office
TOTAL PROCESSING TIME			4 HOURS AND 23 MINUTES	

3. Issuance of Senior Citizens ID

This service is issued to Senior Citizens for general purposes.

Office of Division	Office of the MSWDO
Classification:	Simple

Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	All Senior Citizen Residents of the municipality			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Birth Certificate (1 photocopy) 2. 1x1 ID Picture (2 pieces) If Birth Certificate is not available 1. Baptismal Certificate (1 Photocopy) or Marriage certificate (1 photocopy)		Municipal Civil Registrar Office (MCR) Applicant Parish Church Municipal Civil Registrar (MCR)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Logbook	1. Interview for data gathering	None	5 mins	<i>Carlo Castaneda</i> Social Welfare Assistant Municipal Social Welfare and Development Office
2. Present Requirements	2. Assess documents	None	3 min	<i>Carlo Castaneda</i> Social Welfare Assistant Municipal Social Welfare and Development Office
3. Wait while ID is being prepared	3. Prepare and issue ID Card	None	1 day	<i>Carlo Castaneda</i> Social Welfare Assistant Municipal Social Welfare and Development Office
TOTAL PROCESSING TIME			1 DAY and 8 MINUTES	

4. Provision of LIVELIHOOD ASSISTANCE

Livelihood assistance is provided to associations that is interest-free and non-collateral for the economic rehabilitation of the poor.

Office of Division	Office of the MSWDO			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	All organized People's Organization			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Properly filled-up Application Form 2. List of Association Members (1 Original Copy) 3. Constitution by Laws (1 Photocopy) 4. Barangay Clearance (1 Original Copy) 5. Project Proposal (1 Original Copy) Additional Requirement for Food Related Business 1. Medical Certificate (1 photocopy)		Office of the Association Office of the Association Office of the Association Barangay Hall Office of the Association Rural Health Unit (RHU)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Logbook	1. None	None	10 mins	<i>Carlo Castaneda</i> Social Welfare Assistant Municipal Social Welfare and Development Office
2. Present Required documents	2. Interview and assess Client	None	10 mins	<i>Remy Banez</i> Social Welfare Officer III Municipal Social Welfare and Development Office

3. Wait for the call for the approval of the project	3. Review Project Proposal and prepare other supporting documents and inform client	None	3 days	<i>Remy anez</i> Social Welfare Officer III Municipal Social Welfare and Development Office
	3.2. Submit documents to the treasurer's office for payment	None	10 mins. (2 working days)	<i>Clarice Ann Rocero</i> Administrative Aide IV Municipal Treasurer's Office
	3.3. Inform client to come back after 2 days.	None	2 minutes	<i>Remy Banez</i> Social Welfare Officer III Municipal Social Welfare and Development Office
4. Receive check and sign voucher	4. Release the check	None	5 mins.	<i>Corazon Raga</i> Municipal Treasurer Municipal Treasurer's Office
5. Proceed to MSWDO for documentation and profiling	5. File photo copy of acknowledgement receipt check	None	2 mins.	<i>Carlo Castaneda</i> Social Welfare Assistant Municipal Social Welfare and Development Office
TOTAL PROCESSING TIME			5 DAYS AND 39 MINUTES	

5. Issuance of Referral Letter and Endorsement

The service is issued to individual or families who wish to avail of medical/hospitalization assistance thru referral to other agency like PCSO, Provincial Government or DSWD FO1.

Office of Division	Office of the MSWDO			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	All Residents of the municipality			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Cert. of Indigency from the Barangay 2. Medical Abstract / Medical Certificate / Doctor's Prescription 3. Statement of Account 4. Endorsement letter			Barangay Hall Hospital of confinement Physician Hospital of confinement Office of the Mayor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Logbook	1. Interview client	None	10 mins	<i>Carlo Castaneda</i> Social Welfare Assistant Municipal Social Welfare and Development Office
2. Present requirements	2.1. Check Requirements	None	5 mins.	<i>Carlo Castaneda</i> Social Welfare Assistant Municipal Social Welfare and Development Office
	2.2. Preparation of Case Study Report and Endorsement Letter	None	30 mins.	<i>Remy Banez</i> Social Welfare Officer III Municipal Social Welfare and Development Office

3. Sign and Receive the referral letter	3. Release the referral letter and endorsement and attachments	None	5 mins.	<i>Remy Banez</i> <i>Social Welfare Officer III</i> Municipal Social Welfare and Development Office
TOTAL PROCESSING TIME			50 MINUTES	

6 Receipt of Social Pension

A quarterly stipend/pension to qualified indigent Senior Citizen in the amount of P1,500.00 as Government Assistance

Office of Division	Office of the MSWDO			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	All qualified Senior Citizen Residents of the municipality			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Senior Citizen ID		Office of Senior Citizen's Association (OSCA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out claim stub	1. Process claim stub	None	5 mins	<i>Carlo Castaneda</i> <i>Social Welfare Assistant</i> Municipal Social Welfare and Development Office
2. Present requirements	2. Check Requirements	None	5 mins.	<i>Remy Banez</i> <i>Social Welfare Officer III</i> Municipal Social Welfare and Development Office

3. Sign and received Pension every quarter	3. Assist/Pay-out of Social Pension Beneficiaries	None	15 mins	<i>Maribien Reclusado</i> <i>Municipal Social Welfare Development Officer</i> <i>FO Personnel Municipal Social Welfare and Development Office</i>
TOTAL PROCESSING TIME			25 MINUTES	

7 Application for Social Pension Program

This service is applied to senior citizens who are qualified to enrol for social pension program.

Office of Division	Office of the MSWDO			
Classification:	Highly Technical			
Type of Transaction:	G2G-Government to Citizen			
Who may Avail:	All qualified Senior Citizen Residents of the municipality			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Senior Citizen ID 2. Certificate of Indigency			Office of Senior Citizen's Association (OSCA) Municipal Civil Registrar (MCR)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up logbook and present requirements	1. Check Requirements	None	5 mins.	<i>Remy Banez</i> <i>Social Welfare Officer III</i> <i>Municipal Social Welfare and Development Office</i>

2. Wait for the validation and home visit of MSWDO staff	2. Validate the Senior Citizen for the eligibility	None	30 mins.	<i>Remy Banez</i> <i>Social Welfare Officer III</i> Municipal Social Welfare and Development Office <i>Remy Banez</i> <i>Social Welfare Officer III</i> Municipal Social Welfare and Development Office
	2.2. Inform applicant to come back after 1 month	None	2 mins	
	2.3. Submit validation form of Senior Citizen to DSWD FO1 for approval and inclusion to Social Pension	None	30 mins (1 Month)	
3. Report to MSWDO	3. Inform client for the approval of his/her application and inclusion to social pension	None	10 mins	<i>Remy Banez</i> <i>Social Welfare Officer III</i> Municipal Social Welfare and Development Office
TOTAL PROCESSING TIME			1 MONTH, 1 HOUR, 27 MINUTES	

8. Issuance of Person's With Disability ID

This service is provided to PWDs requesting for ID to be able to avail their benefits.

Office of Division	Office of the MSWDO
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	All PWDs of the municipality
CHECKLIST OF REQUIREMENT	
WHERE TO SECURE	
1. Birth Certificate (1 photocopy) Or Baptismal Certificate (1 Photocopy)	Municipal Civil Registrar (MCR) Church
2. 1x1 ID Picture	Applicant

3. Philippine Registry Form for Person's with Disability from RHU assessed by MHO	Rural Health Unit
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CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Logbook & present requirements	1. Check the requirements	None	5 mins	<i>Maribel Rabacal</i> <i>Person's With Disability Focal Person</i>
2. Wait for the Preparation of ID Card	2. Print PWD ID Card for signature	None	15 mins	<i>Remy Banez</i> <i>Social Welfare Officer III</i> Municipal Social Welfare and Development Office
3. Sign and Receive the PWD ID Card together with the Purchase Booklet	3. Issue PWD ID Card	None	2 mins	<i>Maribel Rabacal</i> <i>Person's With Disability Focal Person</i> Municipal Social Welfare and Development Office
TOTAL PROCESSING TIME			22 minutes	

9. Provision of Financial Assistance for Person's With Disability (PWD)

This service is to provide financial assistance to Qualified Persons with Disability.

Office of Division	Office of the MSWDO
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may Avail:	All Qualified PWDs of the municipality

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Certificate of Indigency (1 original copy) 2. Whole Body Picture (1 copy 3R size) 3. PWD ID (1 photocopy) 4. Birth Certificate (1 photocopy)		Barangay Hall Applicant Municipal Social Welfare and Development (MSWD) Municipal Civil Registry (MCR)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up PWD Profile Form & present requirements	1. Check the requirements	None	5 mins	<i>Remy Banez Social Welfare Officer III Municipal Social Welfare and Development Office</i>
2. Wait for the Validation & Home Visit	2. Check the eligibility	None	1 day	<i>Remy Banez Social Welfare Officer III Municipal Social Welfare and Development Office</i>
3. Wait for the Approval & schedule of payout	3.1. Prepare documents for funding	None	3 days	<i>Remy Banez Social Welfare Officer III Municipal Social Welfare and Development Office</i>
	3.2. Inform client for the schedule of payout	None	1 minute	<i>Remy Banez Social Welfare Officer III Municipal Social Welfare and Development Office</i>
4. Sign payroll and receive Financial Assistance	4. Release financial Assistance to Eligible PWD	None	15 minutes	<i>Maribien Reclusado</i>

				<i>Municipal Social Welfare and Development Officer</i>
				Municipal Social Welfare and Development Office
TOTAL PROCESSING TIME			4 DAYS & 21 MINUTES	

10. Enrolment of Children to ECCD Program

This program is provided to 3-4 years old children for the comprehensive approach on Early Childhood Care and Development.

Office of Division	Office of the MSWDO			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	3-4 years old children			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Birth Certificate (1 photocopy) 2. Physical Appearance of the child 3. Medical records/card (1 photocopy) 4. Early Childhood Care and Development checklist (1 original copy)		Municipal Civil Registrar (MCR) Applicant Rural Health Unit (RHU) Municipal Social Welfare and Development (DSWD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the child to the CDW, fill-up child's profile form and submit requirements.	1.1. Review child's profile form.	None	10 mins	<i>Maribien Reclusado</i> Municipal Social Welfare and Development Officer Municipal Social Welfare and Development Office

	1.2. Validate requirements	None	15 mins	<i>Remy Banez</i> <i>Social Welfare Officer III</i> Municipal Social Welfare and Development Office
	1.3. Enter Childs Name in the Master list of Enrolment	None	2 mins	
TOTAL PROCESSING TIME			27 mins	

11. Enrolment to Philhealth Indigent Program

This service is provided to Indigent Individuals to facilitate the enrolment to the Philhealth Indigent Program and to be able to avail of its benefits.

Office of Division	Office of the MSWDO			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	Indigent Families			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Certificate of Indigency (1 original)			Barangay Hall	
2. Birth Certificate of member (1 Photocopy)			Municipal Civil Registrar (MCR)	
3. Birth certificate dependents (1 Photocopy)			Municipal Civil Registrar(MCR)	
4. Philhealth Member Registration Form (PMRF)			Municipal Social Welfare and Development (DSWD)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Logbook	1 None	None	2 mins	<i>Carlo Castaneda</i> <i>Social Welfare Assistant</i> Municipal Social Welfare and Development Office
2. Submit requirements	2.1. Check requirements	None	5 mins	<i>Carlo Castaneda</i>

	2.2. Assess of client	None	5 mins	<i>Social Welfare Assistant Municipal Social Welfare and Development Office</i> <i>Carlo Castaneda Social Welfare Assistant Municipal Social Welfare and Development Office</i>
3. Pay corresponding fee	3. Received payment	Per Annum PHP 1,800.00 Semi-Annual PHP 900.00 Quarterly PHP 450.00	15 mins	<i>Clarice Ann Rocero Administrative Aide IV Municipal Treasurer's Office</i>
4. Present Official Receipt	4. Record Official Receipt number	None	3 mins	<i>Carlo Castaneda Social Welfare Assistant Municipal Social Welfare and Development Office</i>
TOTAL PROCESSING TIME			30 MINUTES	

12. Request for Assessment of Discernment of a Children In Conflict with the Law (CICL)

A request for social case study report of children in conflict with the law (CICL) for discernment.

Office of Division	Office of the MSWDO
Classification:	Highly Technical
Type of Transaction:	G2C-Government to Citizen
Who may Avail:	CICL above 15 years old

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Referral letter from PNP (1 original copy) 2. Birth certificate (1 photocopy) 3. Medical certificate (1 original copy)		Philippine National Police (PNP) Municipal Civil Registrar (MCR) Rural Heal Unit (RHU) or District Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral letter of CICL from PNP	1. Receive the referral letter for assessment	None	3 mins	<i>Maribien Reclusado</i> <i>Municipal Social Welfare and Development Officer</i> Municipal Social Welfare and Development Office
2. Accomplish the given tool	2. Provide and check the accomplished Intake and child functioning assessment tool, index of value judgement tool and level of moral development tool.	None	1 day	<i>Maribien Reclusado</i> <i>Municipal Social Welfare and Development Officer</i> Municipal Social Welfare and Development Office
	2.2. Inform the client to come back after 7 working days	None	1 minute	Remy Banez <i>Social Welfare Officer III</i> Municipal Social Welfare and Development Office
	2.3. Prepare case study report for discernment	None	7 days	<i>Maribien Reclusado</i> <i>Municipal Social Welfare and Development Officer</i>

				Municipal Social Welfare and Development Office
3. Receive case study for discernment for submission to PNP	3. Release case study	None	1 day	<i>Carlo Castaneda</i> Social Welfare Assistant Municipal Social Welfare and Development Office
TOTAL PROCESSING TIME			9 DAYS AND 4 MINUTES	

13. Issuance of Solo Parent ID

This service is provided to Solo Parent who are availing their Solo Parents ID to be able to avail of their benefits.

Office of Division	Office of the MSWDO			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	All Solo Parent of the municipality			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. 1x1 ID Picture (2 pieces) 2. Solo Parent Application Form (1 original copy)			Applicant Municipal Social Welfare and Development (MSWD)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Logbook and present requirements	1. Check the requirements	None	5 mins.	<i>Carlo Castaneda</i> Social Welfare Assistant Municipal Social Welfare and Development Office
2. Undergo Interview	2. Administer interview	None	15mins.	<i>Carlo Castaneda</i> Social Welfare Assistant

				Municipal Social Welfare and Development Office
3. Wait for the preparation of ID Card	3. Prepare the Solo parent ID/Card	None	30 mins.	<i>Carlo Castaneda</i> Social Welfare Assistant Municipal Social Welfare and Development Office
4. Receive the Solo Parent ID/Card	4. Issue the Solo Parent ID/Card	None	5mins.	<i>Carlo Castaneda</i> Social Welfare Assistant Municipal Social Welfare and Development Office
TOTAL PROCESSING TIME			55 INUTES	

14. Matandang Kaarawan (MK) – Centenarian Program Cash Incentive

A cash incentive to Senior Citizen aged 90 years old and above who are resident of the municipality.

Office of Division	Office of the MSWDO			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may Avail:	Senior Citizen 90 years old and above who are residents of San Vicente			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Senior Citizen ID (1 Photocopy) 2. Birth Certificate (1 Photocopy)		Applicant Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Senior Citizen Barangay President for Inclusion to MK and Submit Requirements	Enlist the potential beneficiaries and check requirements	None	1 day	Lourdes Rocero SC President Social Welfare Assistant
2. Wait for the delivery of the Program	Process the cash incentives vouchers	None	1 day	Social Welfare Assistant

3. Receive the cash incentive	Deliver the cash incentive to MK Celebrants	None	1-2 hrs	Municipal Treasury Maribien Reclusado Municipal Social Welfare Development Officer Sanguniang Bayan Members Jonan D. Tabanda Local Chief Executive
TOTAL		None	2 days and 2 hrs	

15. Burial Assistance (₱10,000.00)

For the availment of burial assistance.

Office of Division	Office of the MSWDO			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may Avail:	A beneficiary of deceased resident of San Vicente			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. 1 original copy of Certificate of residency of both deceased and the beneficiary (1 original Copy) 2. 1 Photocopy of the ID (Deceased and the beneficiary) 3. 1 Photocopy of Death Certificate			Barangay Applicant Local Civil Registrar	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Logbook	Assess client and check requirements	None	30 mins	Remy Banez Social Welfare Officer III

<i>2. Submit Requirements</i>	<i>Prepare the needed documents and voucher</i>	<i>None</i>	<i>1 day</i>	Remy Banez Social Welfare Officer III
<i>3. Wait for the processing time</i>	<i>Process the assistance</i>	<i>None</i>	<i>1 day</i>	Remy Banez Social Welfare Officer III
<i>4. Receive the Burial assistance</i>	<i>Deliver the assistance to the beneficiary</i>	<i>None</i>	<i>2 hrs</i>	Maribien Reclusado Municipal Social Welfare Development Officer Sanguniang Bayan Members Jonan D. Tabanda Local Chief Executive
TOTAL		NONE	2 days 2 hrs and 30 mins	