



**CITY SOCIAL WELFARE &  
DEVELOPMENT OFFICE**



# **City Social Welfare and Development Office**

## **External Services**



## 1. Limited Financial Assistance / Assistance to Individuals in Crisis Situations (AICS)

This is limited cash extended to clients who are in crisis due to death in the family, illness, calamity and other disasters that befell the family. It also includes assistance for transportation, education and even livelihood for those who cannot qualify under the Self-Employment Assistance Program.

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certification of Indigency (1 original)		Barangay Hall		
Medical Certificate/abstract/hospital bill for medical assistance ( 1 original, 1 photocopy)		Hospital – Record division/Billing Section		
Certificate of Enrolment for educational assistance ( 1 original, 1 photocopy)		School Registrar's Office		
Death Certificate for Burial Assistance ( 1 clear photocopy with no alteration and signed by all signatories)		Local Civil Registrar/National Statistics Office (NSO)		
CSWDO's Certificate of Eligibility (CE) form		CSWDO		
Community Tax Certificate (1 original, to be presented only)		City Treasurer's Office (CTO)		
Authorization Letter (in case a representative will claim the cash)		Client listed in the CE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in Clients' Logbook	1. Assist client in registering in Logbook	None	5 minutes	<i>PACD Officer-of-the-Day</i> City Social Welfare and Development Office



2. No Activity	2. Search for client's General Intake Sheet (GIS) on data base & files	None	3 minutes	<i>Record Section Staff</i> City Social Welfare and Development Office
3. Submit for initial/basic interview *Make sure to answer the questions as honestly and accurately as possible	3. Ask basic questions to determine appropriate CSWDO division/unit in charge of the case 3.1. Prepare Daily Route Slip 3.2. Direct Client to CSWDO division/unit	None	10 minutes	<i>Reception Desk Staff</i> City Social Welfare and Development Office
4. Proceed to division/unit routed to and answer questions *Make sure to answer the questions honestly and accurately as possible	4. Conduct initial interview using the GIS and usher clients to the direct service worker	None	10 minutes	<i>Division/Unit Staff</i> City Social Welfare and Development Office
5. Provide details re: requested service *Make sure to be honest as much as possible and be specific on what help you need. Bring complete documents	5. Conduct detailed interview and assessment of case	None	45 minutes	<i>Direct Service Worker in division concerned</i> City Social Welfare and Development Office
6. Provide additional data, if necessary *Make sure to correct erroneous/incomplete information provided earlier and be available during the visit	6. Conduct homevisit, gather collateral information *This step is omitted if client has an existing latest record within or has availed of CSWDO	None	2 days & 4 hours	<i>Direct Service Worker in division concerned</i> City Social Welfare and Development Office



	<p>services in the last 6 months</p> <p>6.1 If client is not qualified, to inform him/her immediately during the visit</p>			
	<p>7. If client is qualified, prepare CE for him/her to sign, assure the latter that he/she will be contacted again, and submit documents to Admin Division for processing</p>		<p>10 minutes (paused-clock)</p>	<p><i>Direct Service Worker in division concerned</i> City Social Welfare and Development Office</p>
<p>7. To wait for the worker's information of the schedule of release *Make sure to provide an active mobile/ telephone number</p>	<p>8. Upon receipt of the complete documents from the division: 8.1 determine fund availability 8.2 submit documents to Head of Office for approval</p>	<p>None</p>	<p>30 minutes (paused-clock)</p>	<p><i>Admin Officer IV</i> City Social Welfare and Development Office</p>
	<p>9. Upon return of the approved CE: 9.1. Submit CE to the City Mayor's Office for the LCE's signature</p>	<p>None</p>	<p>1 hour (paused-clock)</p>	<p><i>Liaison Officer (Admin Aide I)</i> City Social Welfare and Development Office</p>
	<p>10. Upon receipt of the CE signed by the City Mayor: 10.1. Prepare necessary documents of financial</p>	<p>None</p>	<p>3 hour (paused-clock)</p>	<p><i>Admin Officer IV</i> <i>CSWD Officer</i> City Social Welfare and Development Office</p>



	<p>assistance e.g. payroll, Obligation Request (OBR), etc.</p> <p>10.2. Record at the Fund control book/outgoing financial logbook</p> <p>10.3. Submit to Head of Office for Approval</p>			
	<p>11. Upon return from the head of Office:</p> <p>11.1. Submit approved documents for processing of financial assistance to the different financial departments of the City e.g City Budget Office (CBO), City Accounting Office (CAO), City Treasurer's Office (CTO), City Mayor's Office (CMO)</p>	None	1 hour (paused-clock)	<p><i>Liaison Officer (Admin Aide I)</i> City Social Welfare and Development Office</p>
	<p>12. Follow-up financial documents (payroll) at the CTO &amp; submit to respective CSWDO divisions for signature of all clients recommended</p>	None	30 minutes (paused-clock)	<p><i>Admin Officer IV Liaison Officer (Admin Aide I)</i> City Social Welfare and Development Office</p>



	13. Upon receipt from the divisions of the payroll signed by the clients, return back payroll to the City Treasurer's Office for processing of cash advance	None	30 minutes (paused-clock)	<i>Liaison Officer (Admin Aide I)</i> City Social Welfare and Development Office
	14. Wait for cash advance	None	15 minutes (paused-clock)	<i>Liaison Officer (Admin Aide I)</i> City Social Welfare and Development Office
	15. As soon as available, receive cash advance from the CTO and inform all divisions/units re: availability of such	None	15 minutes (paused-clock)	<i>Admin Officer IV Liaison Officer (Admin Aide I)</i> City Social Welfare and Development Office
8. Proceed to CSWDO with your valid ID. *In case you are outside the City, inform CSWDO when you can go back to Legazpi to claim the assistance. If not, if you have an appointment outside the City, leave an authorization letter with your ID to a family member who will claim the cash	16. Divisions/ Units to inform all clients to claim their assistance	None	2 days (paused-clock)	<i>Division/Unit Staff</i> City Social Welfare and Development Office
	17. Release financial assistance to client	None	15 minutes (paused-clock)	<i>Admin Officer IV</i> City Social Welfare and Development Office



	<b>TOTAL:</b>	<b>None</b>	<b>5 days and 4 hours and 23 minutes</b>	
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## 2. Counseling (Simple Cases)

Counseling is provided by social workers and other social welfare and development staff to individuals and groups who need somebody to listen and clarify their problems and help explore resources to resolve their issues. Aim is to improve or restore social functioning. This is conducted only by trained staff and need time and attention by both staff and client.

Proceedings are recorded but kept strictly confidential.

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in Clients' Logbook	1. Assist client in registering in Logbook	None	5 minutes	<i>PACD Officer-of-the-Day</i> City Social Welfare and Development Office
2. No Activity	2. Search for client's General Intake Sheet (GIS) on data base & files	None	3 minutes	<i>Record Section Staff</i> City Social Welfare and Development Office
3. Submit for initial/basic interview *Make sure to answer the questions honestly and accurately as possible	3. Ask basic questions to determine appropriate CSWDO division/unit in charge of the case 3.1. Prepare Daily Route Slip 3.2. Direct Client to CSWDO division/unit	None	10 minutes	<i>Reception Desk Staff</i> City Social Welfare and Development Office





4. Proceed to division/unit routed to and answer questions *Make sure to answer the questions honestly and accurately as possible	4. Conduct initial interview using the GIS and usher clients to the direct service worker	None	10 minutes	<i>Division/Unit Staff City Social Welfare and Development Office</i>
5. Attend and participate in counseling session *Make sure to be honest, open and cooperative	5. Conduct counselling	None	30 minutes for simple cases; 2 hours for difficult cases	<i>Direct Service Worker in division concerned City Social Welfare and Development Office</i>
	<b>TOTAL:</b>	<b>None</b>	<b>58 minutes for simple cases; 2 hours and 20 minutes for difficult cases</b>	



### 3. Issuance of Certificate of Indigency/Assessment Report/Social Case Study Report/Referral for external funding or services

With its limited resources, the greatest bulk of non-funded services of the CSWDO is on issuance of documents issued by registered social workers and other authorized social welfare and development staff to clients who will use these to explore resources of other agencies/institutions to meet their needs on education, Lingkod Bayan/burial assistance, medical, counselling, health/psychiatric assistance, shelter and livelihood, etc. Institutional agencies include: Simon of Cyrene, Provincial Social Welfare and Development Office, Department of Social Welfare and Development, Philippine Charity Sweepstake Office, and other agencies/departments/foundations/NGOs within and outside Legazpi City.

The extent and amount of assistance depends on the receiving party of the documents based on their respective mandates. Likewise, the receiving party has the option to provide or reject the requested service.

Since the CSWDO has to establish the greatest need of the client, its staff have to conduct collateral interview and home visit prior to the issuance of the document requested. In the event that CSWDO has already an updated record of the client, this procedure is omitted.

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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certification of Indigency and residency for all cases (1 original)		Barangay Hall		
Death Certificate for Burial Assistance ( 1 photocopy, clear and without alteration)		Local Civil Registrar		
City Mayor's note for burial assistance (1 original)		City Mayor's Office (CMO)		
Medical Certificate/abstract/hospital bill for medical assistance ( 1 original, 1 photocopy, clear and without alteration)		Hospital – Record division/Billing Section		
Certificate of Enrolment for educational assistance ( 1 original, 1 photocopy)		School Registrar's Office		
For 4Ps clients: ID or Panunumpa		Department of Social Welfare and Development (DSWD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in Clients' Logbook	1. Assist client in registering in Logbook	None	5 minutes	<i>PACD Officer-of-the-Day</i> City Social Welfare and Development Office



2. No Activity	2. Search for client's General Intake Sheet (GIS) on data base & files	None	3 minutes	<i>Record Section Staff</i> City Social Welfare and Development Office
3. Submit for initial/basic interview *Make sure to answer the questions honestly and accurately as possible	3. Ask basic questions to determine appropriate CSWDO division/unit in charge of the case  3.1. Prepare Daily Route Slip  3.2. Direct Client to CSWDO division/unit	None	10 minutes	<i>Reception Desk Staff</i> City Social Welfare and Development Office
4. Proceed to division/unit routed to and answer questions *Make sure to answer the questions honestly and accurately as possible and be specific on what help you need	4. Conduct initial interview using the GIS and usher clients to the direct service worker	None	10 minutes	<i>Division/Unit Staff</i> City Social Welfare and Development Office
5. Provide details re: requested service *Make sure to be honest as much as possible. Bring complete documents	5. Conduct detailed interview and assessment of case	None	15 minutes	<i>Direct Service Worker in division concerned</i> City Social Welfare and Development Office
6. Provide additional data, if necessary *Make sure to correct erroneous/incomplete information provided earlier and be available during the visit	6. Conduct homevisit, gather collateral information and prepare appropriate document for signatures of the division chief and head of office	None	2 days (paused-clock)	<i>Direct Service Worker in division concerned</i> City Social Welfare and Development Office



	*This step is omitted if client has an existing latest record within or has availed of other services in the last 6 months			
7. Receive requested document *Make sure to check the document is correct and ask questions on how to proceed	Issue Certificate of Indigency/ assessment report/ social case study report/ referral with instructions on how to proceed	None	10 minutes	<i>Direct Service Worker in division concerned</i> City Social Welfare and Development Office
	<b>TOTAL:</b>	None	2 working days and 53 minutes	

#### 4. Issuance of Certificate of Indigency for Indigent Petitioner (Correction of Local Civil Registry Documents) and Legal Assistance

Errors in birth certificates and marriage contract are common and have cost clients their jobs, scholarships, marriage, and even their inheritance. The cost of correcting the same, however, is way beyond the means of indigent clients, hence they ask for certificate of indigency as required by law to avail of a free/discounted cost for correcting the same.

Likewise, volunteer lawyers like IBP and Public Attorney's Office (PAO) require certificate of indigency to clients to avail of a full legal assistance.

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<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Residents only	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Barangay Certification of Indigency and residency (1 original)		Barangay Hall
For 4Ps clients: ID or Panunumpa		Department of Social Welfare and Development



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in Clients' Logbook	1. Assist client in registering in Logbook	None	5 minutes	<i>PACD Officer-of-the-Day</i> City Social Welfare and Development Office
2. No Activity	2. Search for client's General Intake Sheet (GIS) on data base & files	None	3 minutes	<i>Record Section Staff</i> City Social Welfare and Development Office
3. Submit for initial/basic interview *Make sure to answer the questions honestly and accurately as possible	3. Ask basic questions to determine appropriate CSWDO division/unit in charge of the case  3.1. Prepare Daily Route Slip  3.2. Direct Client to CSWDO division/unit	None	10 minutes	<i>Reception Desk Staff</i> City Social Welfare and Development Office
4. Proceed to division/unit routed to and answer questions *Make sure to answer the questions honestly and accurately as possible and be specific on what help you need	4. Conduct initial interview using the GIS and usher clients to the direct service worker	None	10 minutes	<i>Division/Unit Staff</i> City Social Welfare and Development Office
5. Provide details re: requested service *Make sure to be honest as much as possible. Bring complete documents	5. Conduct detailed interview and assessment of case	None	45 minutes	<i>Direct Service Worker in division concerned</i> City Social Welfare and Development Office
6. Provide additional data, if necessary	6. Conduct homevisit, gather	None	2 days & 4 hours	<i>Direct Service Worker in division concerned</i>



*Make sure to correct erroneous/incomplete information provided earlier and be available during the visit	collateral information *This step is omitted if client has an existing latest record within or has availed of other services the last 6 months  6.1 If client is not qualified, reason is explained immediately during the visit		(paused-clock)	City Social Welfare and Development Office
7. Receive requested certificate of indigency *Make sure to check the documents is correct and ask questions on how to proceed	If client is qualified, issue Certificate of Indigency with instructions on how to proceed	None	7 minutes	<i>Direct Service Worker in division concerned</i> City Social Welfare and Development Office
	<b>TOTAL:</b>	<b>None</b>	<b>2 working days, 5 hours &amp; 20 minutes</b>	

## 5. Philhealth Services

### Issuance of Certification of Financial Assessment

This is enrolment of new members and renewal of old members through a certification issued by a CSWDO Social Worker after a thorough assessment in accordance with DOH classification of indigence.

For 13 years now, the City Government has prioritized the enrolment of indigent families in Philhealth to ensure quality medical care for all. Around 5 years ago, it adopted the partial subsidy system where the premium was shared among the LGU and the Philhealth member

With the advent of the Universal Health Care, the LGU's coverage has expanded to most if not all, qualified persons in the City, including college students.



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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certification of Indigency (1 original)		Barangay Hall		
Any document to prove identity (e.g. old MDR, 4Ps ID/Panunumpa, Voter's ID/certification, UMID, driver's license and any other ID with name and/or picture and date of birth)		Philhealth, DSWD, COMELEC, GSIS/SSS, LTO, Pag-IBIG, Post Office, PSA		
Marriage contract (if married) and Birth certificate		PSA or Local Civil Registrar		
For student: Enrollment Form/Proof of Enrollment		School		
Proof of confinement , order for operation or any proof that the client is in the hospital or to be hospitalized		Hospital/Doctor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in Clients' Logbook	1. Assist client in registering in Logbook	None	5 minutes	<i>PACD Officer-of-the-Day</i> City Social Welfare and Development Office
2. No Activity	2. Search for client's General Intake Sheet (GIS) on data base & files	None	3 minutes	<i>Record Section Staff</i> City Social Welfare and Development Office
3. Submit for initial/basic interview *Make sure to answer the questions honestly and accurately as possible	3. Ask basic questions to determine appropriate CSWDO division/unit in charge of the case  3.1. Prepare Daily Route Slip  3.2. Direct Client to	None	10 minutes	<i>Reception Desk Staff</i> City Social Welfare and Development Office



	CSWDO division/unit			
4. Proceed to division/unit routed to and answer questions *Make sure to answer the questions honestly and accurately as possible	4. Conduct initial interview using the GIS and usher clients to the direct service worker	None	10 minutes	<i>Division/Unit Staff</i> City Social Welfare and Development Office
	5. Conduct detailed interview and assessment of case	None	45 minutes	<i>Direct Service Worker in division concerned</i> City Social Welfare and Development Office
5. Provide additional data, if necessary *Make sure to correct erroneous/incomplete information provided earlier and be available during the visit	6. Conduct homevisit, gather collateral information *This step is omitted if client has an existing latest record within or has availed of other services the last 6 months  6.1 If client is not qualified, inform client immediately during the visit	None	2 days (paused-clock)	<i>Direct Service Worker in division concerned</i> City Social Welfare and Development Office
	7. If client is qualified, to prepare and initial certificate of financial assessment	None	10 minutes	<i>Direct Service Worker in division concerned</i> City Social Welfare and Development Office
6. If qualified, proceed to CSWDO to claim document	8. Forward documents to Head of Office for signature	None	10 minutes	<i>Direct Service Worker in division concerned</i> City Social Welfare and Development Office





	9. Issue the certification and advise clients to proceed to Philhealth	None	15 minutes	<i>EDAS Staff</i> City Social Welfare and Development Office
	<b>TOTAL:</b>	<b>None</b>	<b>2 days, 1 hour and 58 minutes</b>	

### 6. Issuance of Office for the Senior Citizens Affairs (OSCA) ID and Purchase Booklet

RA 9994 or The Expanded Senior Citizens Act of 2010 provides for benefits to holders of OSCA IDs. Benefits includes special discounts in medicines and basic necessities and prime commodities.

To avail of the discounts, however, senior citizens must present the OSCA ID and purchase booklets to commercial establishments. OSCA processes these documents with technical assistance and supervision from CSWDO.

<b>Office or Division:</b>	OSCA with City Social Welfare and Development Office (CSWDO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Residents only	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Application for OSCA ID Form (1 original)		Office for the Senior Citizens Affairs (OSCA)
Barangay Certification of residency (1 original)		Barangay Hall
Birth Certificate (1 clear photocopy)		Local Civil Registrar/National Statistics Office (NSO)
1x1 picture (4 pcs)		Photo Center



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Senior Citizens Center/OSCA, sign in clients' logbook, and submit all documents *Make sure documents are complete and signed by the elderly-applicant	1. Review and process the application  2. Inform client that he/she will be contacted as soon as the ID and booklets are ready  3. Schedule orientation of client	None	30 minutes	OSCA Staff
2. Wait	4. Prepare and forward to City Mayor's Office the OSCA ID and Purchase Booklets for signature	None	1 day (paused-clock)	OSCA Staff
2. Attend Orientation *This is a must. Schedule is once a week only	5. Conduct orientation on RA 9994 or The Expanded Senior Citizens Act of 2010	None	1 hour	
3. Upon receipt of information to claim documents, proceed to Senior Citizens Center/OSCA	6. Upon receipt of the documents from the City Mayor's Office inform client to claim such	None	30 minutes	OSCA Staff
4. Ensure that the IDs and booklets are laminated after signature of elderly-applicant *You have the option to have the documents	5. Issue OSCA ID and Purchase Booklets to client *Make sure that transactions are properly	None	15 minutes	OSCA Staff



laminated at the Senior Citizens Center for a small fee or in another establishment	recorded in a logbook			
	<b>TOTAL:</b>	<b>None</b>	<b>1 day, 2 hours and 15 minutes</b>	

## 7. Issuance of Persons with Disability (PWD) ID and Purchase Booklet

Republic Act 9442 and provides PWD with all the benefits and privileges including special discounts in medicines and basic necessities and prime commodities. To avail of the discounts, however, the PWD or the authorized representative must present the PWD ID and purchase booklet which are processed and issued by PDAO

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Philippine Registry Form for Persons with Disability with Certification for Authorized Representative (1 original)		CSWDO/Persons with Disability Affairs Office (PDAO)		
Barangay Certification of residency (1 original)		Barangay Hall		
1x1 picture (2 pcs); 2x2 picture (2pcs)		Photo Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to PDAO, sign in clients' logbook, and submit all documents *Make sure documents are complete and signed by the PWD-owner or authorized representative	1. Review and process the application	None	30 minutes	<i>PDAO Staff</i>
2. Attend orientation *This is a must	2. Conduct orientation on RA 9442 and 10754 to PWD applicant or authorized representative		25 minutes	



3. Wait	3. Prepare and forward to City Mayor's Office the PWD ID and Purchase Booklets for signature	None	1 day (paused-clock)	<i>PDAO Staff</i>
3. Upon receipt of information to claim, proceed to PDAO	4. Upon receipt of the documents from City Mayor's Office inform client to claim such	None	30 minutes	<i>PDAO Staff</i>
4. Ensure that the IDs and booklets are laminated after signature of PWD-owner or authorized representative *You have the option to have the documents laminated at the Persons with Disability Affair Office for a small fee or in another establishment	5. Issue PWD ID and Purchase booklets to client or authorized representative	None	15 minutes	<i>PDAO Staff</i>
	<b>TOTAL:</b>	<b>None</b>	<b>1 day and 1 hour and 40 minutes</b>	

## 8. Cases of Violence Against Women and Children (VAWC)

Service Information

**CASE NO. 1** – Walk-in

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen



<b>Who may avail:</b>	Residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Birth Certificate for children below 18 years old (original copy, without alteration)		Local Civil Registrar/National Statistics Office (NSO)		
Medical Exam for all cases		City Health Office, BRTTH, NBI		
Police Blotter for all cases		PNP		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to directly to division in-charge of VAWC cases  1.1 Answer questions accurately and honestly	1. Conduct detailed interview and assessment of case  1.1 Inform client of the steps to be undertaken	None	30 minutes	<i>Social Worker handling VAWC cases</i> City Social Welfare and Development Office
2. Proceed to the offices/departments that can help  2.1 Provide the requirements as soon as possible 2.2 Voluntarily goes with social worker to the shelter  2.3 Follow shelter rules	2. Access client to PNP for blotter and City Health Office/NBI/BRTTH for medical exam 2.1. If client needs custody, referral is made to appropriate shelter or take into temporary custody with CSWDO 2.2. If client is accepted by a shelter, CSWDO to prepare documents and attend the – admission conference	None	4 hours (paused-clock)  2 hours  4 hours (paused-clock)	<i>Social Worker handling VAWC cases</i> City Social Welfare and Development Office  <i>Social Worker handling VAWC cases</i> City Social Welfare and Development Office  <i>Social Worker handling VAWC cases</i> City Social Welfare and Development Office
3. Attends all court hearings	3. Upon receipt of medical exam results, assist client in filing case	None	2 hours (paused-clock)	<i>Social Worker handling VAWC cases</i> City Social Welfare and Development Office



3.1 Attends and cooperates in all counselling sessions	3.1. If client refuses to file case, counselling is done regularly			
	<b>TOTAL:</b>	<b>None</b>	<b>12 hours and 30 minutes</b>	

**CASE NO. 2 – Request or report for rescue**

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Birth Certificate for children below 18 years old (original copy, without alteration)		Local Civil Registrar/National Statistics Office (NSO)		
Medical Exam for all cases		City Health Office, BRTTH, NBI		
Police Blotter for all cases		PNP		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Report/request for rescue of an abuse case	1. Assess if rescue is needed 1.1 If yes, coordinate with PNP/NBI or meet with other division staff for an urgent case conference, contact shelter that could take in client/inform CSWDO shelter staff 1.2 If rescue not needed, proceed to conduct barangay collateral information	None	15 minutes	<i>Social Worker handling VAWC cases</i> City Social Welfare and Development Office
			1 day	
2. Wait	2. Conduct the rescue either on its own or with a	None	4 hours (paused-clock)	<i>Social Worker handling VAWC cases</i>



	Law enforcement agency			City Social Welfare and Development Office
3. Accompanies rescuer/s	3. Bring client to shelter	None	2 hours (paused-clock)	<i>Social Worker handling VAWC cases</i> City Social Welfare and Development Office
	4. Prepare necessary documents	None	1 day	<i>Social Worker handling VAWC cases</i> City Social Welfare and Development Office
4. Cooperate in the entire case management process	5. Does case management till client is safe	None	3 days (paused-clock)	<i>Social Worker handling VAWC cases</i> City Social Welfare and Development Office
	<b>TOTAL:</b>	<b>None</b>	<b>5 days and 6 hours and 15 minutes</b>	

### 9. Application for Solicitation Permit

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Residents only
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Solicitation Permit Application Form (1 original)	CSWDO
Minutes of meeting of organization or Constitution-by-Laws (1 photocopy)	Organization applying for permit
Barangay Indorsement Letter, if project is intended for barangay (1 original)	Barangay Hall
Dean/Principal Indorsement Letter, if project is intended for school	Dean/Principal Office
Sample letter for prospective sponsor and List of prospective donors	Organization applying for permit



Official Receipt of Solicitation Permit Fee (1 copy, original)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in Clients' Logbook	1. Assist client in registering in Logbook	None	5 minutes	<i>PACD Officer-of-the-Day</i> City Social Welfare and Development Office
2. Proceed to Admin Division and submit all the documents *Make sure documents are complete	2. Review all the documents 2.1 Instruct applicant to pay the solicitation permit fee at City Treasurer's Office and return to CSWDO with the official receipt of the payment	None	15 minutes (paused-clock)	<i>Social Welfare Assistant</i> City Social Welfare and Development Office
3. Wait	3. Prepare and indorse documents to Permit and Licensing Division for processing of permit and City Mayor's Office for signature	None	2 days (paused-clock)	<i>Social Welfare Assistant</i> City Social Welfare and Development Office
4. Upon receipt of information to claim document, proceed to CSWDO Admin Division	4. Upon receipt of permit from the City Mayor's Office, inform client to claim such	None	30 minutes	<i>Social Welfare Assistant</i> City Social Welfare and Development Office
5. Receive solicitation permit	5. Issue solicitation permit to client	None	10 minutes (paused-clock)	<i>Social Welfare Assistant</i> City Social Welfare and Development Office





6. Prepare and submit financial report 30 days after the activity	6. Receive and review the financial report and file after reviewing	None	4 hrs.	Social Welfare Assistant City Social Welfare and Development Office
	<b>TOTAL:</b>	<b>None</b>	<b>2 days and 5 hours</b>	

## B. Relief Operation

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Masterlist of Recipients		Barangay Hall		
Relief Distribution Sheets		CSWDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Barangay submit list of Recipients	Collect the master list	None	10 mins.	CSWDO Team Relief City Social Welfare and Development Office
2. Coordination with Punong Barangay or authorized representative	Check or review the data	None	5 mins.	CSWDO Team Relief City Social Welfare and Development Office
3. Issuance of Relief Goods	Prepare the Relief Allocation	None	30 mins	CSWDO Team Relief City Social Welfare and Development Office
	<b>TOTAL:</b>		<b>45 minutes</b>	



### C. Handling Complaints

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)			
<b>Classification:</b>	Simple/Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral letter		Barangay Hall		
Letter of Complaint		Personal Letter		
Route Slip		CSWDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in Clients' logbook	Assist client in registering in logbook	None	5 mins.	<i>PACD Officer of the Day</i> City Social Welfare and Development Office
2. Coordination with Punong Barangay or authorized representative	Check or review the data for action	None	15 mins.	Office CSWDO Team SAP/CSWDO/ACS WDO City Social Welfare and Development
3. Conduct dialogue	Information validation  Inform clients of policies	none	1 hour  30 minutes	Office CSWDO Team SAP/CSWDO/ACS WDO City Social Welfare and Development
	<b>TOTAL</b>		<b>1 hour and 50 minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	
How feedbacks are processed	
How to file a complaint	<ul style="list-style-type: none"> <li>• Send text/email or call up CSWDO E-mail address: <a href="mailto:cswdolegazpi@yahoo.com">cswdolegazpi@yahoo.com</a> Head of Office: 0939-2820158</li> <li>• Secure, fill-up properly and sign Client's Feedback Form provided near the Suggestion Box at the PACD and drop the same</li> </ul>
How complaints are processed	<ul style="list-style-type: none"> <li>• Acknowledge receipt and record/log the complaint  Verify identify the existence and identity of the texter/caller/complainant  Analyze complaint and take appropriate action  Inform/notify the clients of the action taken through text/email/letter  If not within the level of authority, endorse/forward complaint to Head of Office  Analyze complaint and take appropriate action  Inform/notify the client of the action taken through text/email/letter</li> <li>• Retrieve/classify and summarize complaint  Analyze complaint and take appropriate action  Inform/notify the client of the action/s taken through letter</li> </ul>



	<p>If not within the level of authority, endorse/forward complaint to Head of Office</p> <p>Analyze complaint and take appropriate action</p> <p>Inform/notify the client of the action taken through letter</p>
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

Office	Address	Contact Information
City Social Welfare and Development Office	Purok 3-Barruada, Barangay 38-Gogon, Legazpi City, Albay	