



# **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, 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>		
Any document to prove identity (e.g. old Voter's ID/certification, UMID, driver's license, 4Ps ID, barangay ID, national ID, and any other ID with name and picture and date of birth) -original		Philhealth/COMELEC/GSIS/SSS/LTO/Pag-ibig/ Post Office/Philippine Statistics Authority/DSWD/Barangay		
Barangay Certification of Indigency/ Residency -original		Barangay Hall		
Medical Certificate/abstract/prescription/ Quotation/Laboratory Order/ hospital bill for medical assistance - original		Hospital – Record division/Billing Section/Attending physician		
Certificate of Enrolment for educational assistance -original		School Registrar's Office		
Death Certificate for Burial Assistance – original, to be presented only		Local Civil Registrar/National Statistics Office (NSO)		
CSWDO's Certificate of Eligibility (CE) form		CSWDO		
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. Present any ID and Register in Clients' Logbook	1. Assist client in registering in Logbook	None	4 minutes	Doverin D. Quirante/Officer-of the - Day
2. No Activity	2. Search for client's General Intake Sheet (GIS) in database & files	None	4 minutes	Shane E. Toledo/ Maria Theresa A. Hamily/ Editha E. Toledo



<p>3. Submit for initial/basic interview *Make sure to answer the questions as honestly and accurately as possible</p>	<p>3. Ask basic questions to determine appropriate CSWDO division/section in charge of the case</p> <p>3.1. Prepare Daily Route Slip</p> <p>3.2. Direct Client to CSWDO division/section</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Reception Desk Depending on the schedule of staff (permanent, contract of service and job orders) prepared monthly by the Admin Division</i></p>
<p>4. Proceed to section routed to and provide details re: requested service/ answer questions *Make sure to answer the questions honestly and accurately as possible</p>	<p>4. Conduct detailed interview and assessment of case</p>	<p>None</p>	<p>45 minutes</p>	<p>Jocelyn Caño Ayessa R. Guevara Catalina Z. Maraña Cynthia L. Olimpo Jennifer M. Buendia Maricris B. Dagta Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza Jean Clarisse N. Gallardo Sende Via Paz Dinoy <i>Section Staff City Social Welfare and Development Office</i></p>
<p>5. Provide additional data and submit requested documents, if necessary *Make sure to correct erroneous/incomplete information provided earlier and be available during the visit</p>	<p>5. Gather collateral information through home visit/ telephone call/ texts *This step is omitted if client has an existing record with or has availed of CSWDO services in the last 6 months</p>	<p>None</p>	<p>2 days &amp; 4 hours (paused clock)</p>	<p>Jocelyn Caño Ayessa R. Guevara Catalina Z. Maraña Jennifer M. Buendia Cynthia L. Olimpo Maricris B. Dagta Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza Jean Clarisse N. Gallardo <i>Section Staff City Social Welfare and Development Office</i></p>



	<p>5.1 If client is not qualified, to inform him/her immediately during the visit</p> <p>5.2. If client is qualified, refer the case to Emergency /Disaster Assistance Section (EDAS) for assistance</p> <p>5.3 Prepare Certificate of Eligibility (CE) for client to sign and issue Acknowledgement Receipt - EDAS</p>		<p>10 minutes</p>	<p>Jocelyn Caño Catalina Z. Maraña Cynthia L. Olimpo Mila B. Abunda Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza <i>Section Staff</i> <i>City Social Welfare and Development Office</i></p> <p>Ayessa R. Guevara <i>Social Welfare Officer I</i> Jean Clarisse N. Gallardo <i>Section Staff</i> Cecilia E. Arcilla <i>Assistant City Social Welfare and Development Officer</i></p>
<p>6. To wait for the worker's information of the schedule of release *Make sure to provide an active mobile/ telephone number</p>	<p>6. Upon receipt of complete documents from the client, submit the same to Admin Division as basis for cash advance</p> <p>6.1 Submit a batch of CEs to the Head of Office and City Mayor's Office for signatures</p>	<p>None</p> <p>None</p>	<p>30 minutes (paused-clock)</p> <p>1 day (paused-clock)</p>	<p>Ayessa R. Guevara <i>Social Welfare Officer I</i> <i>City Social Welfare and Development Office</i></p> <p>Ruth C. Azupardo <i>Admin Officer IV</i> Jesusa A. Del Rosario <i>Liaison Officer (Admin Aide I)/</i> Editha E. Toledo <i>Admin Aide III</i> <i>City Social Welfare and Development Office</i></p> <p><i>City Social Welfare Department Officer I</i> <i>City of Legazpi</i></p> <p><i>City Mayor</i></p>



	<p>6.2 Upon receipt of signed CEs, prepare and process cash advance</p> <p>6.3 As soon as fund is available, inform Emergency /Disaster Assistance Section (EDAS) re: availability of such</p>	<p>None</p> <p>None</p>	<p>1 day (paused-clock)</p> <p>30 minutes (paused-clock)</p>	<p>Ruth C. Azupardo <i>Admin Officer IV</i> Raymond Carl Dela Torre <i>Admin Aide I</i></p> <p><i>City Social Welfare Department Officer I</i> <i>City of Legazpi</i> <i>City Mayor</i></p> <p>Ruth C. Azupardo <i>Admin Officer IV</i> <i>City Social Welfare and Development Office</i></p>
<p>7. 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</p>	<p>7. Emergency /Disaster Assistance Section (EDAS) to inform all clients to claim their assistance and/ or coordinate with sections re: the same</p> <p>7.1. Release financial assistance to client</p>	<p>None</p> <p>None</p>	<p>1 day (paused-clock)</p> <p>15 minutes per client (paused-clock)</p>	<p>Ayessa R. Guevara Jean Clarisse N. Gallardo <i>Section Staff</i> Cecilia E. Arcilla <i>Asst City Social Welfare and Development Officer</i> <i>City Social Welfare and Development Office</i></p> <p>Ruth C. Azupardo <i>Admin Officer IV /</i> Noli A. Perez <i>Social Welfare Assistant</i> <i>City Social Welfare and Development Office</i></p>
	<b>TOTAL:</b>	None	5 days and 6 hours and 28 minutes	



## 2. 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, counseling, 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 hospitals/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.

<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>
Any document to prove identity (e.g. old Voter's ID/certification, UMID, driver's license, 4Ps ID, barangay ID, national ID, and any other ID with name and picture and date of birth) -original		Philhealth/COMELEC/GSIS/SSS/LTO/Pag-ibig/ Post Office/Philippine Statistics Authority/DSWD/Barangay
Barangay Certification of Indigency /residency -original		Barangay Hall
Death Certificate for Burial Assistance - original		Local Civil Registrar
City Mayor's note for burial assistance (original and 1 photocopy, clear and without alteration)		City Mayor's Office (CMO)
Medical Certificate/abstract/hospital bill for medical assistance -original		Hospital – Record division/Billing Section
Certificate of Enrolment for educational assistance –original		School Registrar'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	4 minutes	Doverin D. Quirante/ Officer-of the -Day
2. No Activity	2. Search for client's General Intake Sheet (GIS) in database & files	None	4 minutes	Shane E. Toledo/ Maria Theresa A. Hamily/ Editha E. Toledo
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 section in charge of the case  3.1. Prepare Daily Route Slip  3.2. Direct Client to CSWDO section	None	10 minutes	<i>Reception Desk Depending on the schedule of staff (permanent, contract of service and job orders) prepared monthly by the Admin Division</i>
4. Proceed to section routed and provide details of requested service/answer questions *Make sure to answer the questions honestly and accurately as possible and be specific on what help you need	4. Conduct detailed interview and assessment of case	None	45 minutes	Jocelyn Caño Ayessa R. Guevara Catalina Z. Maraña Jennifer M. Buendia Cynthia L. Olimpo Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza Jean Clarisse N. Gallardo Sende Via Paz Dinoy Herlin A. Trilles Rose Ann G. Llandelar <i>Section Staff City Social Welfare and Development Office</i>



<p>5. Provide additional data, if necessary *Make sure to correct erroneous/incomplete information provided earlier and be available during the visit</p>	<p>5. Gather collateral information thru home visits/ telephone calls/texts and prepare appropriate document for signatures of the section chief and Head of Office</p> <p>*This step is omitted if client has an existing record with or has availed of other services of CSWDO within the last 6 months</p>	<p>None</p>	<p>2 days (paused-clock)</p> <p>*Time is shortened incase of hospital cases when patient is to be discharged on the day client approached the office. All means are then taken to hasten gathering of collateral information in the short timespan</p>	<p>Jocelyn Caño Ayessa R. Guevara Catalina Z. Maraña Jennifer M. Buendia Cynthia L. Olimpo Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza Jean Clarisse N. Gallardo Sende Via Paz Dinoy <i>Section Staff City Social Welfare and Development Office</i></p> <p><i>City Social Welfare Department Officer I City of Legazpi</i></p>
<p>6. Receive requested document *Make sure to check the document is correct and ask questions on how to proceed</p>	<p>6. Issue Certificate of Indigency/ assessment report/ social case study report/ referral with instructions on how to proceed</p>	<p>None</p>	<p>10 minutes</p>	<p>Jocelyn Caño Ayessa R. Guevara Catalina Z. Maraña Jennifer M. Buendia Cynthia L. Olimpo Mila B. Abunda Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza Jean Clarisse N. Gallardo Sende Via Paz Dinoy Herlin A. Trilles Rose Ann G. Llandelar <i>Section Staff City Social Welfare and Development Office</i></p>
	<p><b>TOTAL:</b></p>	<p>None</p>	<p>2 working days and 1 hour and 9 minutes</p>	





### 3. 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 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>		
Any document to prove identity (e.g. old Voter's ID/certification, UMID, driver's license, 4Ps ID, barangay ID, national ID, and any other ID with name and picture and date of birth) -original		Philhealth/COMELEC/GSIS/SSS/LTO/Pag-ibig/ Post Office/Philippine Statistics Authority/DSWD/Barangay		
For legal assistance: any proof of the legal issue, if available		Lawyer/Prosecutor's Officer/IBP		
Barangay Certification of Indigency and residency -original		Barangay Hall		
<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	4 minutes	Doverin D. Quirante/ Officer-of the -Day
2. No Activity	2. Search for client's General Intake Sheet (GIS) in database & files	None	4 minutes	Shane E. Toledo/ Maria Theresa A. Hamily/ Editha E. Toledo
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 section in charge of the case	None	10 minutes	<i>Reception Desk Depending on the schedule of staff (permanent, contract of service and job orders) prepared monthly by the Admin Division</i>



	<p>3.1. Prepare Daily Route Slip</p> <p>3.2. Direct Client to CSWDO section</p>			
<p>4. Proceed to section routed to and answer questions/provide details re: requested service</p> <p>*Make sure to answer the questions honestly and accurately as possible and be specific on what help you need</p>	<p>4. Conduct detailed interview and assessment of case</p>	None	45 minutes	<p>Jocelyn Caño Ayessa R. Guevara Catalina Z. Maraña Jennifer M. Buendia Cynthia L. Olimpo Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza Jean Clarisse N. Gallardo Sende Via Paz Dinoy <i>Section Staff City Social Welfare and Development Office</i></p>
<p>5. Provide additional data, if necessary</p> <p>*Make sure to correct erroneous/incomplete information provided earlier and be available during the visit</p>	<p>5. Gather collateral information thru home visits, telephone calls and texts</p> <p>*This step is omitted if client has an existing record with or has availed of other CSWDO services in the last 6 months</p> <p>5.1 If client is not qualified, reason is explained immediately during the visit</p>	None	2 days & 4 hours (paused-clock)	<p>Jocelyn Caño Ayessa R. Guevara Catalina Z. Maraña Jennifer M. Buendia Cynthia L. Olimpo Mila B. Abunda Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza Jean Clarisse N. Gallardo Sende Via Paz Dinoy <i>Section Staff City Social Welfare and Development Office</i></p>



6. Receive requested certificate of indigency *Make sure to check the documents is correct and ask questions on how to proceed	6. If client is qualified:			Jocelyn Caño Ayessa R. Guevara Catalina Z. Maraña Jennifer M. Buendia Cynthia L. Olimpo Mila B. Abunda Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza Jean Clarisse N. Gallardo Sende Via Paz Dinoy <i>Section Staff City Social Welfare and Development Office City Social Welfare Department Officer I City of Legazpi</i>
	6.1 Prepare Certificate of Indigency for signature of Head of Office	None	10 minutes (paused-clock)	
	6.2 Issue Certificate of Indigency with instructions on how to proceed	None	5 minutes	
	<b>TOTAL:</b>	None	2 working days and 5 hours and 14 minutes	

#### 4. Philhealth Universal Health Care - Issuance of Certification of Financial Capability/Incapability of Clients

This is the 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, the City Government has prioritized the enrolment of indigent families in Philhealth member. With the advent of the Universal Health Care in 2019, the LGU's coverage has expanded to most, if not all, qualified persons in the City, including college students.

<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>	



Any document to prove identity (e.g. old Voter's ID/certification, UMID, driver's license, 4Ps ID, barangay ID, national ID, and any other ID with name and picture and date of birth) -original		Philhealth/COMELEC/GSIS/SSS/LTO/Pag-ibig/ Post Office/Philippine Statistics Authority/DSWD/Barangay		
Barangay Certification of Indigency -original		Barangay Hall		
Marriage contract (if married) and Birth certificate updated -original		Philippine Statistics Authority (PSA)/Local Civil Registrar		
For student: Enrollment Form (photocopy, bring original) with schedule of on-the-job training		School		
Proof of confinement/availment for medical care (photocopy, bring original)		Hospital/Facility		
Death Certificate (if spouse is already deceased)		Philippine Statistics Authority (PSA)/Local Civil Registrar		
Certificate of separation from last employment		Previous Employer		
Notarized Affidavit of Income tax Declaration (if required by staff)		Public/Private Attorney's Office		
Authorization Letter (incase representative will claim the certification)		Philhealth Applicant		
For EKONSULTA Availment: Proof of No Philhealth Record (original only)		Philhealth		
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	4 minutes	Doverin D. Quirante/ Officer-of the -Day
2. No Activity	2. Search for client's General Intake Sheet (GIS) in database & files	None	4 minutes	Shane E. Toledo/ Maria Theresa A. Hamily/ Editha E. Toledo
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	None	10 minutes	<i>Reception Desk Depending on the schedule of staff (permanent, contract of service and job orders)</i>



	<p>section in charge of the case</p> <p>3.1. Prepare Daily Route Slip</p> <p>3.2. Direct client to CSWDO section</p>			<p><i>Prepared monthly by the Admin Division</i></p>
<p>4. Proceed to section routed to and answer questions *Make sure to answer the questions honestly and accurately as possible</p>	<p>4. Conduct detailed interview and assessment of case</p>	None	45 minutes	<p>Jocelyn Caño Ayessa R. Guevara Catalina Z. Maraña Jennifer M. Buendia Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza Jean Clarisse N. Gallardo Sende Via Paz Dinoy Rose Ann G. Llandelar <i>Section Staff City Social Welfare and Development Office</i></p>
<p>5. Provide additional data, if necessary *Make sure to correct erroneous/incomplete information provided earlier and be available during the visit</p>	<p>5. Gather collateral information thru home visits, telephone calls and texts</p> <p>*This step is omitted if client has an existing record within or has availed of other CSWDO services within the last 6 months</p>	None	2 days (paused-clock)	<p>Jocelyn Caño Ayessa R. Guevara Catalina Z. Maraña Jennifer M. Buendia Mila B. Abunda Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza Jean Clarisse N. Gallardo Sende Via Paz Dinoy Rose Ann G. Llandelar <i>Section Staff City Social Welfare and Development Office</i></p>



	<p>5.1 If client is not qualified, inform him/her immediately during the visit</p> <p>5.2 If client is qualified:</p> <p>5.2.1 Prepare Certificate of Financial Assessment for signature of Head of Office</p>	None	10 minutes (paused-clock)	<p>Jocelyn Caño Ayessa R. Guevara Catalina Z. Maraña Jennifer M. Buendia Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza Jean Clarisse N. Gallardo Sende Via Paz Dinoy <i>Section Staff</i> Maria Marlene G. Manaya <i>CSWD Officer or</i> Cecilia E. Arcilla <i>Asst. CSWD Officer</i> <i>City Social Welfare and Development Office</i></p>
6. If qualified, proceed to CSWDO to claim document	6. Issue Certificate of Financial Assessment with instructions on how to proceed	None	10 minutes (paused-clock)	<p>Rose Ann G. Llandelar Herlin A. Trilles <i>EDAS(Emergency/ Disaster Assistance Section)</i> <i>City Social Welfare and Development Office</i></p>
	<b>TOTAL:</b>	None	2 days and 1 hour and 43 minutes	

## 5. 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

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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>		
Medical Certificate of Non-Apparent Disability certified by doctor/specialist		Doctor		
Certificate of Apparent Disability (Attach picture showing disability if PWD cannot appear personally)		Processing Officer		
PWD ID Application Form (Print or Download from DOH Philippine Registry for Persons with Disability Version 4.0)		CSWDO/Persons with Disability Affairs Office (PDAO)		
Barangay Certificate of Residency		Barangay		
Birth Certificate		PSA/Local Civil Registrar		
Valid Government ID. For minor applicant, school ID will be accepted		Philhealth/COMELEC/GSIS/SSS/LTO/Pag-ibig/Post Office/Philippine Statistics Authority/DSWD/Barangay/School/Local Civil Registrar		
Recent 1x1 ID picture (2 pcs); Recent 2x2 ID picture (2pcs)		Photo Center		
If representative or guardian: Guardian-Proof of guardianship form barangay Authorized Representative-Notarized Authorization Letter		Guardian/Authorized Representative		
<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	4 minutes	Doverin D. Quirante/ Officer-of the –Day
2. Proceed to Persons with Disabilities Affairs Office(PDAO)/Women, Elderly, Livelihood and PWD Welfare Program Section(WELPS), and submit all documents *Make sure documents are complete	2. Review the application and documents. In case of discrepancy, the documents will be returned. With no discrepancy, the documents	None	10 minutes	Catalina Z. Maraña <i>Social Worker I</i> Nilo Mangampo/ Marilyn Gomez <i>Section Staff</i> City Social Welfare and Development Office





	<p>will be submitted to the encoder</p> <p>2.1.Orient client about the law</p>		10 minutes	<p>Catalina Z. Maraña Social Worker I Nilo Mangampo/ Marilyn Gomez Section Staff City Social Welfare and Development Office</p>
3. Wait	<p>3. Check and encode the application in the online Philippine Registry for Persons with Disabilities (PRPWD).</p> <p>3.1 With no discrepancy, the encoder to assign a PWD ID number.</p> <p>3.2 If client has been found to be registered in other municipalities and ID is still valid, section staff to provide advice</p> <p>3.3. Process the application and forward to City Mayor's Office the PWD ID and Purchase Booklets for signature</p>	None	<p>25 minutes (paused-clock)</p> <p>5 minutes</p> <p>1 day (paused-clock)</p>	<p>Marytie E. Vargas JO-encoder City Social Welfare and Development Office</p> <p>Marytie E. Vargas JO-encoder City Social Welfare and Development Office</p> <p>Catalina Z. Maraña Social Worker I Nilo Mangampo/ Marilyn Gomez Section Staff City Social Welfare and Development Office</p> <p>Catalina Z. Maraña Social Worker I / Nilo Mangampo / Marilyn Gomez Section Staff City Social Welfare and Development Office</p> <p>City Mayor</p>
4. Upon receipt of information to claim,	4. Upon receipt of the documents	None	10 minutes	<p>Nilo Mangampo / Marilyn Gomez Section Staff</p>





proceed to PDAO with any valid ID	from City Mayor's Office, inform client to claim such			<i>City Social Welfare and Development Office</i>
5. 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 PDAO for a small fee or in another establishment	5. Issue PWD ID and Purchase booklets to client or authorized representative	None	10 minutes	Nilo Mangampo / Marilyn Gomez <i>Section Staff City Social Welfare and Development Office</i>
	<b>TOTAL:</b>	None	1 day 1 hour and 14 minutes	



## 6. Issuance of Solo Parents IDs

<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>
	Any document to prove identity (e.g. old Voter's ID/certification, UMID, driver's license, 4Ps ID, Barangay ID, national ID, and any other ID with name and picture and date of birth) -original	Philhealth/COMELEC/GSIS/SSS/LTO/ Pag-ibig/ Post Office/Philippine Statistics Authority/DSWD/Barangay
	<p>General requirements for all categories of solo parents:</p> <ul style="list-style-type: none"> <li>• Birth Certificate of the child or children</li> <li>• Barangay Certificate of residency</li> <li>• 2pcs 1x1 identical pictures</li> <li>• Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-partner, and has sole parental care and support of the child or children</li> <li>• Income tax return (for working applicant); Tax Exemption (for non-working applicant)</li> </ul>	<p>Philippine Statistics Authority(PSA)/Local Civil Registrar (LCR)</p> <p>Barangay Photo Center Public Attorney's Office(PAO)/Private Attorney</p> <p>Bureau of Internal Revenue (BIR)</p>
	<p>Depending on the categories of solo parents, <b>additional requirements</b> to be presented:</p> <ul style="list-style-type: none"> <li>• Categories 2, 5, 6, 7, 8 &amp; 9 <ul style="list-style-type: none"> <li>- Marriage certificate</li> </ul> </li> <li>• Categories 3 and 4 only <ul style="list-style-type: none"> <li>- Affidavit of Cohabitation</li> </ul> </li> <li>• Categories 10,11,12 &amp; 13 <ul style="list-style-type: none"> <li>- Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the children are under the parental care and support of the applicant solo parent</li> </ul> </li> <li>• Category 1: <ul style="list-style-type: none"> <li>- Complaint affidavit</li> <li>- Medical record on the incident of rape</li> </ul> </li> </ul>	<p>Philippine Statistics Authority(PSA)/Local Civil Registrar (LCR)</p> <p>Public Attorney's Office(PAO)/Private Attorney</p> <p>Public Attorney's Office(PAO)/Private Attorney</p> <p>PNP/NBI PNP/NBI</p>



<ul style="list-style-type: none"> <li>• Category 2:           <ul style="list-style-type: none"> <li>- Death Certificate of spouse</li> </ul> </li> <li>• Category 3:           <ul style="list-style-type: none"> <li>- Certificate of detention or a certificate that the spouse is serving sentence for at least three (3) months</li> </ul> </li> <li>• Category 4:           <ul style="list-style-type: none"> <li>- Medical record or medical abstract evidencing the physical and mental state of the incapacitated spouse issued not more than three (3) months before the submission.</li> </ul> </li> <li>• Category 5:           <ul style="list-style-type: none"> <li>- Judicial decree of legal separation of the spouses or, in the case of de facto separation, an affidavit of two (2) disinterested persons attesting to the fact of separation of the spouses</li> </ul> </li> <li>• Category 6:           <ul style="list-style-type: none"> <li>- Judicial decree of nullity or annulment of marriage or judicial recognition of foreign divorce sole parental care and support of the child or children</li> </ul> </li> <li>• Category 7:           <ul style="list-style-type: none"> <li>- Marriage certificate or affidavit of the applicant solo parent</li> <li>- Affidavit of two (2) disinterested persons attesting to the abandonment of the spouse</li> <li>- Police or barangay record of the abandonment</li> </ul> </li> <li>• Categories 8 &amp; 9:           <ul style="list-style-type: none"> <li>- Overseas Employment Certificate (OEC) or its equivalent documents</li> <li>- Copy of Passports stamps showing continuous twelve (12) months of overseas work</li> <li>- Employment contract</li> </ul> </li> </ul>	<p>Philippine Statistics Authority(PSA)/Local Civil Registrar (LCR)</p> <p>Bureau of Jail Management and Penology (BJMP)</p> <p>Doctor/Specialist</p> <p>Court/ Public Attorney's Office(PAO)/Private Attorney</p> <p>Court</p> <p>Philippine Statistics Authority(PSA)/Local Civil Registrar (LCR) Public Attorney's Office(PAO)/Private Attorney</p> <p>PNP/Barangay</p> <p>Overseas Workers Welfare Administration (OWWA)</p> <p>Employer/OWWA</p>
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<ul style="list-style-type: none"> <li>• Category 10:           <ul style="list-style-type: none"> <li>- Certificate of No Marriage (CENOMAR)</li> </ul> </li> </ul>		Philippine Statistics Authority(PSA)/Local Civil Registrar (LCR)		
<ul style="list-style-type: none"> <li>• Category 11:           <ul style="list-style-type: none"> <li>- Proof of guardianship, foster care or adoption</li> </ul> </li> </ul>		Department of Social Welfare and Development (DSWD)/Court		
<ul style="list-style-type: none"> <li>• Category 12:           <ul style="list-style-type: none"> <li>- Death certificate of the parents or legal guardian, or police or barangay records evidencing the fact of disappearance or absence of the parent or legal guardian; for at least (6) months</li> </ul> </li> </ul>		Philippine Statistics Authority(PSA)/Local Civil Registrar (LCR)/Barangay		
<ul style="list-style-type: none"> <li>• Category 13:           <ul style="list-style-type: none"> <li>- Medical record of her pregnancy</li> </ul> </li> </ul>		OB/Doctor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in Clients' Logbook	1. Assist client in registering in Logbook 1.2.Usher client to Solo Parent Unit	None	3 minutes	Doverin D. Quirante/ Officer-of the -Day
2. Submit for interview/assessment and orientation	2. Ask questions to determine if qualified	None	10 minutes	Jennifer M. Buendia <i>Social Welfare Officer I</i> or Maricris B. Dagta <i>Social Welfare Assistant</i> <i>City Social Welfare and Development Office</i>
	2.1 Conduct orientation on RA 11861 (Expanded Solo Parents Welfare Act)	None	8 minutes	Jennifer M. Buendia <i>Social Welfare Officer I</i> or Maricris B. Dagta <i>Social Welfare Assistant</i> <i>City Social Welfare and Development Office</i>



	2.2 Issuance of application and list of requirements	None	5 minutes	Maricris B. Dagta <i>Social Welfare Assistant City Social Welfare and Development Office</i>
3. Wait *Make sure to answer the questions and provide accurate information	3. Conduct collateral information through home visits/telephone calls/texts  3.1. If client is not qualified ,to inform him/her client immediately during the visit	None	2 days (paused-clock)	Jennifer M. Buendia <i>Social Welfare Officer I City Social Welfare and Development Office</i>
4. Submission of application and requirements	4. If client is qualified: Receipt and review of application with requirements  4.1. Processing of Solo Parent ID and submission to Head of Office and City Mayor for signatures	None  None	5 minutes  1 day (paused clock)	Maricris B. Dagta <i>Social Welfare Assistant City Social Welfare and Development Office</i>  <i>City Social Welfare Department Officer I City of Legazpi</i>  <i>City Mayor</i>
5. Proceed to CSWDO upon receipt of notification	5. Inform client to claim ID  5.1. Issuance of Solo Parent ID	None  None	5 minutes  5 minutes	Maricris B. Dagta <i>Social Welfare Assistant City Social Welfare and Development Office</i>
	<b>TOTAL:</b>	None	3 days and 41 minutes	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the Customer Feedback Form and drop it at the Suggestion Box of CSWDO
How feedbacks are processed	Every 4:30pm, Info Desk Officer opens the drop box, compiles all forms and submit to AO IV. Feedbacks requiring answer are forwarded to the relevant Division/Section that will be required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the client.
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-out properly and sign Customer Feedback Form provided near the Suggestion Box of the Information Desk and drop the same</li></ul>
How complaints are processed	<ul style="list-style-type: none"><li>• Complaints by phone/online messages: action to be taken by Admin Officer IV</li></ul> <p>Acknowledge receipt and record/log the complaint</p> <p>Verify the existence and identity of the texter/caller/complainant</p> <p>Analyze complaint and take appropriate action</p> <p>Inform/notify the client of the action taken through text/email/letter</p> <p>If not within the level of authority, endorse/forward complaint to Head of Office for appropriate action</p> <p>Inform/notify the client of the action taken through text/email</p>



<p>How complaints are processed</p>	<ul style="list-style-type: none"> <li>If in the Suggestion Box:  <p>Info Desk staff opens the Suggestion Box on a daily basis and evaluates each Customer Feedback Form.</p> <p>If a complaint is in the comments, Info Desk staff forwards the same to Admin Officer IV acting as the Complaints Officer</p> <p>Upon evaluation, the AO IV/ Complaints Officer shall start the investigation and forward the complaint to the relevant division/section for explanation.</p> <p>The AO IV will create a report and submit it to the Head of Office for appropriate action.</p> <p>The AO IV will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following number: 0939-2820158.</p> </li> </ul>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  1-ARTA (2782)  PCC: 8888  CCB: 0908-881-6565 (SMS)</p>

Office	Address	Contact Information
<p>City Social Welfare and Development Office</p>	<p>Purok 3-Barriada, Barangay 38-Gogon, Legazpi City, Albay</p>	<p>E-mail address: <a href="mailto:cswdolegazpi@yahoo.com">cswdolegazpi@yahoo.com</a>  Head of Office: 0939-2820158</p>