Municipal Social Welfare and Development Office

External Service

111. Certificate of Indigency

This certificate is generally requested to access social welfare services, financial assistance programs, medical or hospital discounts, scholarship applications, or other humanitarian support.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Indigent individuals / families in the Municipality of Pantabangan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Barangay Certificate of Indigency	Barangay Hall
Certificate of No Property	Assessor's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
13. Register your name in the client / visitor's log book and state your purpose.	4. Assist the applicant in registering name.	None	2 mins	*MSWDO Staff*
5. Submit the requirements to the frontline personnel.	2.1 Check the completeness of the documents / requirements.	None	2 mins	*MSWDO Staff*
	2.2 Interview applicant	None	10 mins	*Registered Social Worker*
6. Wait while the document is being processed.	3.Prepare the assessment	None	5 mins	*Registered Social Worker*
7. Claim the Intake Sheet / Assessment from the RSW with the requirements.	4. Release of Certificate of Indigency together with the requirements	None	2 mins	*MSWDO Staff*
	TOTAL	None	21 mins	

112. Philhealth Enrollment

Through enrollment, members become eligible for PhilHealth benefits such as hospitalization coverage, outpatient services, and various health programs.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Indigent individuals / families in the Municipality of Pantabangan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Barangay Certificate of Indigency	Barangay Hall
Certificate of No Property	Assessor's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Register your name in the client / visitor's log book and state your purpose.	1. Assist the applicant in registering name.	None	2 mins	*MSWDO Staff*
2. Submit the requirements to the frontline personnel.	2.1 Check the completeness of the documents / requirements.	None	2 mins	*MSWDO Staff*
	2.2 Interview applicant	None	10 mins	*Registered Social Worker*
3. Wait while the document is being processed.	3.Prepare the assessment	None	5 mins	*Registered Social Worker*
4. Claim the Intake Sheet / Assessment from the RSW with the requirements.	4. Release of Certificate of Indigency together with the requirements	None	2 mins	*MSWDO Staff*
	TOTAL	None	21 mins	

113. .Intake Interview to client who wants to avail Educational Assistance / Referral

It serves as the first point of contact to evaluate the client's needs, eligibility, and circumstances, ensuring that the appropriate support or referral is provided.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Indigent individuals / families in the Municipality of Pantabangan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
General Intake	MSWDO
Certificate of School Registration Assessment Report (1 Photocopy)	School
Barangay Certificate of Indigency (1 Original Copy)	Barangay Hall
Valid I.D (1 Photocopy) *School ID if still a student	See annex A for the list of Valid IDs

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Register your name in the client / visitor's log book and state your purpose.	1. Assist the applicant in registering name.	None	2 mins	*MSWDO Staff*
2. Submit the requirements to the frontline personnel.	2.1 Check the completeness of the documents / requirements.	None	2 mins	*MSWDO Staff*
	2.2 Interview applicant	None	10 mins	*Registered Social Worker*
3. Wait while the document is being processed.	3.Prepare the assessment	None	5 mins	*Registered Social Worker*
4. Claim the Intake Sheet / Assessment from the RSW with the requirements.	4. Release of Certificate of Indigency together with the requirements	None	2 mins	*MSWDO Staff*
	TOTAL	None	21 mins	

114. Pre-Marital Orientation and Counselling (PMOC-Seminar)

It aims to prepare soon-to-wed partners for the responsibilities and challenges of married life by offering guidance on family relationships, legal obligations, health, and financial readiness.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Indigent individuals / families in the Municipality of Pantabangan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Intake	MSWDO
Certificate of School Registration Assessment Report (1 Photocopy)	School
Barangay Certificate of Indigency (1 Original Copy)	Barangay Hall
Valid I.D (1 Photocopy) *School ID if still a student	See annex A for the list of Valid IDs

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register your name in the client / visitor's log book and state your purpose.	1. Assist the applicant in registering name.	None	2 mins	*Social Welfare Officer I* MSWDO
2. Submit the requirements to the frontline personnel.	2.1 Check the completeness of the documents / requirements.	None	2 mins	*Social Welfare Officer I* MSWDO
	2.2 Issue PMC Information Sheet / Questionnaire	P300.00	3 mins	*Social Welfare Officer I* MSWDO
3. Fill-up PMC Information Sheet / Questionnaire.	3. Wait while the couple is filling up / answering the questionnaire.	None	1 hour	*Social Welfare Officer I* MSWDO
4. Submit accomplished information Sheet / Questionnaire.	4. Conduct PMC Session to the Applicants.	None	20 mins	*Social Welfare Officer I* MSWDO
5. Claim PMC Certificate	5. Issue the PMC Certificate	None	5 mins	*Social Welfare Officer I* MSWDO
	TOTAL	P300.00	1 hour 35 mins	

115. Assistance to persons in Crisis Situation (AICS)

Provide immediate and short-term support to individuals or families who are experiencing unexpected crisis or emergency situations.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Indigent individuals / families in the Municipality of Pantabangan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Certificate of Indigency	Barangay Hall
Medical Certificate	Doctor
Death Certificate / Funeral Contract / Receipt	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Register your name in the client / visitor's log book and state your purpose.	1. Assist the applicant in registering name.	None	2 mins	*MSWDO Staff* MSWDO
2. Submit the requirements to the frontline personnel.	2.1 Check the completeness of the documents / requirements.	None	2 mins	*MSWDO Staff* MSWDO
	2.2 Assess and counsel the client	None	3 mins	*Social Welfare Officer I* MSWDO
	2.3 Type of voucher and other requirements.	None	5 mins	*MSWDO Staff* MSWDO
	2.4 Assist the client in the speedy processing of voucher	None	20 mins	*MSWDO Staff* MSWDO
3. Claim the Financial Assistance from the Office of the Municipal Treasurer	3. Provide financial Assistance re: Medical / Burial / Transportation / Subsistence.	None	15 mins	*MO / MTO to be assisted by the MSWDO personnel*
	TOTAL	None	47 mins	

116. Issuance of Social Case Study Report

It is issued to individuals or families who require formal evaluation for purposes such as medical assistance, legal matters, social welfare benefits, adoption, referrals, and other support services.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Indigent individuals / families in the Municipality of Pantabangan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Indigency	Barangay Hall
Medical Abstract	Doctor
Valid ID	See annex A for the list of valid IDs

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Register your name in the client / visitor's log book and state your purpose.	1. Assist the applicant in registering name.	None	2 mins	*MSWDO Staff* MSWDO
2. Submit the requirements to the frontline personnel.	a. Check the completeness of the documents / requirements.	None	2 mins	*MSWDO Staff* MSWDO
	b. Preparation of Social Case Study. *Home visitation if need arises.	None	20 mins	*RSW - Social Welfare Officer I* MSWDO

3. Wait while the document is being processed.	3.1 Check for additional requirements and counselling. 3.2 Sign the Social Case Study Report.	None None	15 mins 5 mins	*RSW - Social Welfare Officer I* MSWDO *MSWDO*
4. Claim the Social Case Study Report	4. Release the Social Case Study Report.	None	5 mins	*RSW - Social Welfare Officer I* MSWDO
	TOTAL	None	49 mins	

117. Issuance of Solo Parent ID

Provides eligible solo parents with an official identification card that entitles them to government benefits and support programs.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All qualified Indigent Families within the Municipality of Pantabangan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Proof of status as Solo-Parent	Client
Proof of Income	Client
Proof of Residency	Client
Proof of Custody	Client
Other supporting documentation	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Register your name in the client / visitor's log book and state your purpose.	1. Assist the applicant in registering name.	None	2 mins	*MSWDO Staff* MSWDO
2. Submit the requirements to the frontline personnel.	2.1 Check the completeness of the documents / requirements.	None	2 mins	*MSWDO Staff* MSWDO
	2.2 Conduct Interview.	None	10 mins	*RSW - Social Welfare Officer I* MSWDO
	2.3 Prepare of Solo Parent ID Home visitation if needed	None	10 mins	*RSW - Social Welfare Officer I* MSWDO
3. Wait while the document is being processed.	3.1 Check additional requirements and counselling.	None	5 mins	*RSW - Social Welfare Officer I* MSWDO

	3.2 Sign the ID	None	5 mins	*MSWDO*
4. Claim the Solo Parent ID	4. Release the Solo Parent ID	None	5 mins	*RSW - Social Welfare Officer I* MSWDO
	TOTAL	None	39 mins	

118. Processing of Travel Clearance for Minors

This service involves the verification of the minor's identity, assessment of supporting documents, and evaluation of the consent provided by parents or guardians.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All qualified Indigent Families within the Municipality of Pantabangan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Birth Certificate of the minor from National Statistics Office (1 photocopy)	PSA
Marriage Certificate of minor's parents (1 photocopy)	PSA
Affidavit of Support	Client
Affidavit of Parental Consent	Parents
Passport of Travel Companion (1 photocopy)	Client
Passport size pictures (3 pcs)	Client
Application / Assessment Form	MSWDO

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Register your name in the client / visitor's log book and state your purpose.	1. Assist the applicant in registering name.	None	2 mins	*MSWDO Staff* MSWDO
2. Submit the requirements to the frontline personnel.	2.1 Check the completeness of the documents / requirements.	None	3 mins	*MSWDO Staff* MSWDO
	2.2 Conduct Interview.	None	10 mins	*RSW - Social Welfare Officer I* MSWDO
	2.3 Assessment / Preparation of Application Form	None	10 mins	*RSW - Social Welfare Officer I* MSWDO
3. Claim the Application / Assessment Form from the RSW together with the requirements.	3. Endorse minor/s to DSWD Regional Office for the	None	5 mins	*RSW - Social Welfare Officer I* MSWDO

	Issuance of Travel Clearance			
	TOTAL	None	30 mins	