EXTERNAL SERVICES

MUNICIPAL GOVERNMENT OF
DOÑA REMEDIOS TRINIDAD, BULACAN

1. Aid To Individual In Crisis Situation (AICS)

It is a mechanism of helping distressed individuals/families to cope with crises they face by giving them financial assistance for hospital bill, medicine, laboratory examination, chemotherapy, hemodialysis, burial, transportation or emergency shelter.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A). HOSPITAL BILL One (1) Original Copy and Two (2) Photocopies of: 1. Cedula/ Senior Citizen's ID/ Persons with Disability ID (Claimant) 2. Barangay Indigency (including names of both client and claimant and purpose) 3. Proof of Billing (Unpaid) 4. Two (2) Government Issued IDs (Claimant)	 Municipal Treasury Office, Office of the Senior Citizens Affairs, Municipal Social Welfare and Development Office, Barangay (Client's Place of Residency) Hospital Admitted SSS, GSIS, TIN, Comelec, BIR, Postal, etc.
B). MEDICINE One (1) Original Copy and Two (2) Photocopies of: 1. Cedula/ Senior Citizen's ID/ Persons with Disability ID (Claimant) 2. Barangay Indigency (including Names of Both Client and Claimant and Purpose) 3. Medical Certificate 4. Doctor's Prescription (with Doctor's Signature and License Number) 5. Two (2) Government Issued IDs (Claimant)	 Municipal Treasury Office, Office of the Senior Citizens Affairs, Municipal Social Welfare and Development Office Barangay (Client's Place of Residency) Hospital Admitted Hospital/Clinic Admitted SSS, GSIS, TIN, Comelec, BIR, Postal, etc.
C). BURIAL (EXCEPT HIMLAYAN) One (1) Original Copy and Two (2) Photocopies of: 1. Cedula/ Senior Citizen's ID/ Persons with Disability ID (Claimant) 2. Barangay Indigency (including Names of Both Client and Claimant and Purpose) 3. Death Certificate 4. Two (2) Government Issued IDs (Claimant) *Additional Requirement: Proof of Balance in Funeral (when more than 10 days have lapsed from the date of death)	 Municipal Treasury Office, Office of the Senior Citizens Affairs, Municipal Social Welfare and Development Office Barangay (Client's Place of Residency) PSA/Local Civil Registrar SSS, GSIS, TIN, Comelec, BIR, Postal, etc.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements at the front desk of the Municipal Social	1.1 Front Desk Officer of MSWDO examines documents and records basic information in log	None	3 minutes	*Clerk / AA III / SWO IV* **Office of the Municipal Social**

Welfare and Development Office.	book then forward documents to MSWD Officer for approval and determination of the amount of assistance			**Welfare and Development**
2. Proceed to the assigned MSWDO interviewer (as assigned by the Front Desk Officer) and provide the necessary information.	2.1 Conduct interview and encode data to system	None	15 minutes	
3. Sign printed in-take form.	3.1 Prepare documents to be forwarded to different offices for the processing of the assistance. 3.2 Prepare necessary documents to be forwarded and accompany client to Mayor's Office for signature and to Municipal Treasury Office for the claiming of check.	None	7 minutes	
	TOTAL	**NONE**	**25 MINUTES**	

2. Securing Senior Citizen ID & Purchase Booklet

Senior Citizen shall mean any resident citizen of the Philippines and at least 60 years of age and above. The grant 20% discount from all the establishments relative to the utilization of services in hotels, restaurants and recreation centers and purchase of medicines in all establishments for the exclusive use or enjoyment of Senior Citizens, including funeral and burials services for the death of Senior Citizens.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Senior Citizens

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Membership Form 2 pcs - 1 x 1 ID Picture 1 pc. - 2 x 2 ID Picture	Senior Citizens Affairs Section - MSWDO Client Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements at the front desk of the Municipal Social Welfare and Development Office.	1.1 Front Desk Officer of MSWDO examines documents and records information in log book then forward documents to Senior Citizen Focal Person for encoding.	None	3 minutes	*AA III* **Office of the Municipal Social Welfare and Development**
2. Proceed to the assigned Senior Citizen Focal Person and provide the necessary information.	2.1 Conduct interview and encode data to system	None	15 minutes	
3. Sign printed ID & purchase booklet.	3.1 Prepare the printed ID and purchase booklet to be signed by the OSCA Head and Municipal Social Welfare and Development Officer. 3.2 Release the Senior Citizen ID and Purchase Booklet to the client.	None	7 minutes	
	TOTAL	**NONE**	**25 MINUTES**	

3. Securing Solo Parent ID

Solo Parents - Who is considered under the law as a "Solo Parent"? Any individual who falls under any of the following categories is considered as a single parent: [1] A woman who gives birth as a result of rape and other crimes against chastity even without a final conviction of the offender: Provided, That the mother keeps and raises the child; [2]Parent left solo or alone with the responsibility of parenthood due to death of spouse: [3] Parent left solo or alone with the responsibility of parenthood while the spouse is detained or is serving sentence for a criminal conviction for at least one year; [4] Parent left solo or alone with the responsibility of parenthood due to physical and/or mental incapacity of spouse as certified by a public medical practitioner; [5] Parent left or alone with the responsibility of parenthood due to legal separation or the de facto separation from spouse for at least one year, as long as he/she is entrusted with the custody of the children; [6] Parent left or alone with the responsibility of parenthood due to nullity or annulment of marriage as decreed by a court or by a church as long as he or she is entrusted with the custody of the children; [7] Parent left or alone with the responsibility of parenthood due to abandonment of spouse for at least one year; [8] Unmarried mother or father has preferred to keep and rear the child or children instead of having others care for them or give them up to a welfare institution; [9] Any other person who provides parental care and support to a child or children; [10] Any family member who assumes the responsibility of head of family as a result of the death, abandonment, disappearance or prolonged absence of the parents or solo parent.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Solo Parent

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Membership Form 2 pcs - 1 x 1 ID Picture 1 pc. - 2 x 2 ID Picture	Senior Citizens Affairs Section - MSWDO Client Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements at the front desk of the Municipal Social Welfare and Development Office	1.1 Front Desk Officer of MSWDO examines documents and records information in log book then forward documents to Solo Parent Focal Person for encoding.	None	3 minutes	*AA III* **Office of the Municipal Social Welfare and Development**
2. Proceed to the assigned Solo Parent Focal Person and provide the necessary information	2.1 Conduct interview and encode data to system	None	15 minutes	
3. Sign the printed ID	3.1 Prepare the printed ID and purchase booklet to be signed by the Municipal Social Welfare and Development Officer.	None	7 minutes	

	3.2 Release the Solo Parent ID to the client.			
	TOTAL	**NONE**	**25 MINUTES**	

4. Securing Person With Disability (PWD) ID & Purchase Booklet

Persons with Disabilities are those suffering from restriction of different abilities, as a result of a mental, physical or sensory impairment to perform an activity in the manner or within the range considered normal for a human being.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Person With Disability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Membership Form 2 pcs - 1 x 1 ID Picture Valid ID Medical Certificate	Senior Citizens Affairs Section - MSWDO Client Client Licensed Physician

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements at the front desk of the Municipal Social Welfare and Development Office	1.1 Front Desk Officer of MSWDO examines documents and records information in log book then forward documents to PWD Focal Person for encoding.	None	3 minutes	*DCW I (PWD Focal Person)* **Office of the Municipal Social Welfare and Development**
2. Proceed to the assigned PWD Focal Person and provide the necessary information	2.1 Conduct interview and encode data to system	None	15 minutes	
3. Sign printed ID & purchase booklet	3.1 Prepare the printed ID and purchase booklet to be signed by the Municipal Social Welfare and Development Officer. 3.2 Release the PWD ID and Purchase Booklet to the client.	None	7 minutes	
	TOTAL	**NONE**	**25 MINUTES**	

5. Social Case Study Report

The Municipal Social Welfare and Development Office provide Social Case Study Report to the beneficiary to avail assistance from government hospitals, institutions and non-government organizations. MSWDO provides such reports to its citizens to validate the legitimacy of the need for basic social services.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID	Client
Barangay Certificate of Residency (Original)	Barangay Hall
Voter's ID / Certification (Photocopy)	Client
Additional Requirements: • Court order (if marriage is annulled) • Death Certificate (if widowed) • Court Order and Certificate of Detention from Jail Warden (if spouse is detained In jail) • Medical Certificate (for Medical purposes)	Trial Court / Solicitor General PSA / Local Civil Registrar BJMP / Local Jail Hospital / Licensed Physician

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements at the front desk of the Municipal Social Welfare and Development Office	1.1 Front Desk Officer of MSWDO examines documents and records information in log book	None	3 minutes	*SWO IV / MSWDO* **Office of the Municipal Social Welfare and Development**
2. Proceed to the assigned staff and provide the necessary information and Fill-out the General Intake Sheet (GIS)	2.1 Conduct interview and encode data to system	None	15 minutes	
3. Sign the logbook	3.1 Prepare the printed certification and to be signed by the Municipal Social Welfare and Development Officer. 3.2 Release the Social Case Study Report to the client.	None	7 minutes	
	TOTAL	**NONE**	**25 MINUTES**	

6. Securing Certificate Of Indigency

Certificate of Indigency is a certification issued by the Municipal Social Welfare and Development Office certifying that the said client/applicant belongs to the indigent families in their barangay as certified by their respective barangay captain.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Client or any individual or his/her nearest kin (Mother, Father, Wife, Husband, Children); Resident; 18 years old and above

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Barangay Certification	Barangay Hall

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements at the front desk of the Municipal Social Welfare and Development Office	1.1 Front Desk Officer of MSWDO examines documents and records information in log book	None	3 minutes	*Clerk / AA III / SWO IV* **Office of the Municipal Social Welfare and Development**
2. Proceed to the assigned staff and provide the necessary information	2.1 Conduct interview and encode data to system	None	15 minutes	
3. Sign the logbook	3.1 Prepare the printed certification and to be signed by the Municipal Social Welfare and Development Officer. 3.2 Release the Certificate of Indigency to the client.	None	7 minutes	
	TOTAL	**NONE**	**25 MINUTES**	

7. Securing An Assessment For Travel Clearance

Travel Clearance - is a document issued by the Municipal Social welfare and Development whichever applicable to Filipino minor who is below 18 years of age travelling outside the Philippines, unaccompanied by his/her parents or those exercising parental authority and geal custody of the child. It certifies that a minor is authorized to travel abroad for a valid reason based on the assessment of the social worker.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Client or any individual or his/her nearest kin (Mother, Father, Wife, Husband, Children); Resident; 18 years old and above

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2 x 2 ID picture of minor (3 pieces)	Client
Minor's PSA Birth Certificate (Photocopy)	PSA
Minor's Parents PSA Marriage Certificate (Photocopy)	PSA
Affidavit of Support and Consent (Original & Notarized)	Client
Income Tax or Soggiomo (Bound to Italy and Spain ONLY)	Client
Passport of Minor and Travelling Companion (Photocopy)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements at the front desk of the Municipal Social Welfare and Development Office	1.1 Front Desk Officer of MSWDO examines documents and records information in log book	None	3 minutes	*SWO IV / MSWDO* **Office of the Municipal Social Welfare and Development**
2. Proceed to the assigned staff and provide the necessary information	2.1 Conduct interview and encode data gathered to system and assessment report to be referred to DSWD – Regional Office 3	None	25 minutes	
3. Sign the logbook Note: The Office will Advise the client to proceed to the DSWD - Regional Office III for the Issuance of Travel Clearance	3.1 Prepare the Assessment Report and to be signed by the Municipal Social Welfare and Development Officer. 3.2 Release the Assessment Report to the client.	None	7 minutes	
	TOTAL	**NONE**	**35 MINUTES**	

8. Provision Of Localized Sustainable Livelihood Program

This program aims to empower the residents of our community by offering tailored, sustainable livelihood opportunities. We focus on utilizing local resources and skills, ensuring that the initiatives are environmentally friendly and economically viable. By providing training, support, and resources, we help individuals and families achieve economic stability and self-reliance, fostering a more prosperous and resilient community.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Womens in DRT (Solo Parents) and PWD's

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Long Plastic Envelope (2 pieces)	Client
2. Application Form (2 original copies)	MSWDO
3. 2x2 picture (white background) (2 pieces)	Client
4. Letter of Intent addressed to the Municipal Mayor (1 original copy)	Client
5. Barangay Clearance (1 original copy)	Respective Barangay Hall
6. Community Tax Certificate (1 photocopy)	Respective Barangay Hall or MTO
7. Voter's Certification of Owner and Co-Maker (1 photocopy)	COMELEC
8. Picture of Livelihood Project (together with the owner) (1 original copy)	Client
9. Yellow / Blue Booklet (1 original copy)	MPDO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register the name to the Livelihood Focal Person of the Municipal Social Welfare and Development Office.	1.1 Records information in log book.	None	3 minutes	*Clerk / DCW I* **Office of the Municipal Social Welfare and Development**
2. Prepare for the On-site Validation of the Livelihood Project.	2.1 Conduct an On-site Validation of the Livelihood Project of the applicant.	None	Variable	
3. Submit all the necessary requirements.	3.1 Conduct interview and encode data to system. 3.2 Conduct table validation of the applicant's requirements submitted.	None	Variable	
4. Once approve wait for the Releasing of the Livelihood Grant.	4.1 Process all the documents for the releasing of the Approved Livelihood Grant.	None	Variable	

5. Claim the Livelihood grant.	5.1 Release the livelihood grant and record it to the logbook for monitoring.	None	Variable	
	TOTAL	**NONE**	**TIME MAY VARY**	