



**MUNICIPAL SOCIAL WELFARE AND  
DEVELOPMENT OFFICE**



## 1. Handling of VAWC, CAR and CICL case/s

<b>OFFICE / DIVISION</b>	MUNICIPAL SOCIAL WELFARE and DEVELOPMENT OFFICE			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C - Government to Client			
<b>WHO MAY AVAIL</b>	Disadvantage Women and Children in Conflict with the Law and Children at Risk			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Birth Certificate or			Municipal Civil Registrar/ Parent	
Dental Certificate			Dentist	
Barangay Blotter			Barangay Women & Children Protection Desk	
Medical Certificate			Rural Health Unit/ Victim	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Conduct an interview to the minor(s) in difficult circumstances and victimized women with multi-disciplinary team or MDT	Conducted interview and filled-up Intake Sheet	None	1 hour	Marissa M. Aguilar (MSWD Officer) Noriddi A. Carreon (Social Welfare Officer II)
Checking of the Required Documents	Required documents were checked	None	10 mins	Noriddi A. Carreon (Social Welfare Officer II) Ma. Girlie R. Jaron (CAPIN Secretariat)
Counseling proper and in-depth assessment of the case confided	Rendered counseling service and case assessed	None	2 hrs	Marissa M. Aguilar (MSWD Officer)
Conduct Home visit for proper intervention to undertake BFT module (Caring, Healing and Teaching techniques) and follow of the case be it for court.	Conducted Home Visit; Provided intervention program and assisted in Court Hearings	None	2 hrs	Marissa M. Aguilar (MSWD Officer) Noriddi A. Carreon (Social Welfare Officer II)
Log Book compilation	Compiled in the Log Book	None	10 mins	Noriddi A. Carreon (Social Welfare Officer II) Violeta T. Bilo CAPIN Coordinator
<b>Total :</b>			5 hrs and 20 mins	



## 2. Aid to Individual in Crisis Situation (AICS)

<b>OFFICE / DIVISION</b>	MUNICIPAL SOCIAL WELFARE and DEVELOPMENT OFFICE			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C - Government to Client			
<b>WHO MAY AVAIL</b>	Qualified, deserving and indigent service user			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Social Case Study Report			Social Worker	
Brgy. Indigency			Barangay Hall/ Brgy. Chairman	
Official Receipts			Purchasing Store/ Client	
Medical Abstract or Clinical Diagnosis			Hospital/ Attending Physician	
Hospital Bills			Hospital/ Cashier	
Laboratory Request			Doctor/ Attending Physician	
Community Tax Certificate			Municipal Treasurer's Office/ Client	
Valid I.D.s			Service User/ Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Checking of the Required Documents -	Required Documents checked	None	15 mins	<i>Municipal Social Welfare and Development Office's Staff</i>
Validation and Assessment -Validates the presented attachment and assess the client's needs	Submitted document were validated and assessed the needs of the client	None	10 mins	<i>Marissa M. Aguilar (Municipal Social Welfare and Development Officer)</i>
Processing of Social Case Study Report - The service user will be interviewed by the Social Worker and process the needed Social Case Study Report that was duly signed.	Processed SCSR	None	30 mins	<i>Noriddi A. Carreon (Social Welfare Officer II) Marissa M. Aguilar (Municipal Social Welfare and Development Officer)</i>



<p>Logbook and Hand Out of Processed SCSR - The service user will received the original Copy for processing while the duplicate will be retain by the attending staff for the office files. The MSWD Staff will then record the transpired transaction into the log book and explain the next processing procedures to the client.</p>	<p>Recorded in the Log Book and explained the flow of transaction</p>	<p>None</p>	<p>5 mins</p>	<p><i>Warrenilda O. Malabanan &amp; Maria Ana P. Buiser MSWDO Staff</i></p>
<p>Obligation Request - The service user will then be instructed to the Budget Office for the attached document in terms of obligation request and to process all the signatories needed thereto.</p>	<p>Provided of Obligation Request</p>	<p>None</p>	<p>15 mins</p>	<p><i>Perla Castro &amp; Riza T. Resquites (Budget Office Staff)</i></p>
<p>Disbursement Voucher - The preparation of voucher will be done by the Accounting staff.</p>	<p>Prepared Disbursement Voucher</p>	<p>None</p>	<p>15 mins</p>	<p><i>Accounting Staff</i></p>
<p>Preparation of Checks - The accounting and treasury office will handle the preparation of checks for disbursement.</p>	<p>Prepared Check</p>	<p>None</p>	<p>15 mins</p>	<p><i>Jocelyn Mitra Treasury Staff Elsa M. Manalo Municipal Treasurer</i></p>
<p>Documentation of Checks - The Treasury Office will record the check number, amount of check, date received and let the service user's signed as proof of receiving the granted financial assistance in the form of check.</p>	<p>Released of Check</p>	<p>None</p>	<p>5 mins</p>	<p><i>Treasury Staff</i></p>
<p><b>Total :</b></p>			<p>1 hr and 40 mins</p>	



### 3. Social Case Study Report

<b>OFFICE / DIVISION</b>	MUNICIPAL SOCIAL WELFARE and DEVELOPMENT OFFICE			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C - Government to Client			
<b>WHO MAY AVAIL</b>	Total Populace			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Brgy. Indigency			Barangay Hall/ Brgy. Chairman	
Official Receipts			Purchasing Store/ Client	
Medical Abstract or Clinical Diagnosis			Hospital/ Attending Physician	
Doctor's Prescription			Attending Physician	
Hospital Bills			Hospital/ Cashier	
Laboratory Request			Doctor/ Attending Physician	
Death Certificate			Municipal Registrar/ Client	
Funeral Contract			Funeral Parlor/ Service Provider	
Certificate of Enrollment			School Adviser/ Registrar's Office	
Grades			School Adviser/ Registrar's Office/ Student/ Parent	
Any Proof of Relationship such as Marriage Contract, Birth Certificate, etc.			Service Providers/ Client	
Community Tax Certificate			Municipal Treasurer's Office/ Client	
Valid I.D.s			Service User/ Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Checking of the Required Documents -	Required Documents checked	None	5 mins	<i>Municipal Social Welfare and Development Office's Staff</i>
Validation and Assessment -Validates the presented attachment and assess the client's needs	Submitted document were validated and assessed the needs of the client	None	3 mins	<i>Marissa M. Aguilar (Municipal Social Welfare and Development Officer)</i>



<p>Preparation of Social Case Study Report - The service user will be interviewed by the Social Worker and process the needed Social Case Study Report that was duly signed.</p>	<p>Processed SCSR</p>	<p>None</p>	<p>20 mins</p>	<p><i>Noriddi A. Carreon (Social Welfare Officer II) Marissa M. Aguilar (Municipal Social Welfare and Development Officer)</i></p>
<p>Logbook and Hand Out of Processed SCSR - The service user will received the original Copy for processing while the duplicate will be retain by the attending staff for the office files. The MSWD Staff will then record the transpired transaction into the log book and explain the next processing procedures to the client.</p>	<p>Recorded in the Log Book and explained the flow of transaction</p>	<p>None</p>	<p>5 mins</p>	<p><i>Warrenilda O. Malabanan &amp; Maria Ana P. Buiser MSWDO Staff</i></p>
<p>Complete Processing of Financial Request - The finished SCSR will be processed by the assigned staff to different offices until provided of check</p>	<p>Provided of Obligation Request</p>	<p>None</p>	<p>1 Hr. and 30 mins</p>	<p><i>Maria Ana P. Buiser MSWDO Staff</i></p>
<b>Total :</b>			<p>2 hours and 3 mins</p>	



## 4. Pre-Marriage Counselling Service

<b>OFFICE / DIVISION</b>	OFFICE OF THE MUNICIPAL SOCIAL WELFARE and DEVELOPMENT			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C - Government to Client			
<b>WHO MAY AVAIL</b>	Engage couples applying for Marriage License			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Birth Certificate			Municipal Civil Registrar/ Applying Couple	
CENOMAR			Municipal Civil Registrar/ Applying Couple	
Parental Consent			Parent's Applicant/ Applying Couple	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Checking of the Required Documents	Required documents checked	None	5 mins	<i>Warrenilda O. Malabanan MSWDO Staff</i>
Marriage Expectation Inventory Forms - The applying couple will fill-up the so-called marriage expectation forms properly	Filled-up Application Form were gathered	None	25 mins	<i>Warrenilda O. Malabanan MSWDO Staff</i>
Preparation of Pre-Marital Counseling Certificate - The MSWDO Staff will type the given data by the applicants to the PMC Certificate	PMOC Certificate were filled up and type written	None	10 mins	<i>Warrenilda O. Malabanan MSWDO Staff</i>
Pre-Marriage Counseling Proper - The Municipal Social Welfare and Dev't Officer, as the Marriage Counselor conducts the PMOC Proper based on Art.16 of the New Family Code and signed the PMC Cert. before handling it to the applicants.	Rendered PMOC Service to the applying couples	None	40 mins	<i>Marissa M. Aguilar (Municipal Social Welfare and Development Officer)</i>



Log Book - The couple will then receive the 2 copies of their Pre-Marital Counseling Certificate and the office staff will instruct the applying couple to submit it to Local Civil Registrar as and will log book in the transaction proof of their seminar from the said office afterwards	Recorded transaction	None	5 mins	<i>Warrenilda O. Malabanan MSWDO Staff</i>
<b>Total :</b>			1 hr and 25 mins	





## 5. Referral Letters and Approved Solicitation Permit

<b>OFFICE / DIVISION</b>	OFFICE OF THE MUNICIPAL SOCIAL WELFARE and DEVELOPMENT			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C - Government to Client			
<b>WHO MAY AVAIL</b>	Total Populace			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Official IDs			Solicitor/ Client	
Residence Certificate			Solicitor/ Client	
Letter of Intent			Solicitor/ Client	
Barangay Certification			Barangay Hall	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Checking of the Required Documents -	Required documents checked	None	3 mins	<i>Josephine T. Jordan Social Welfare Aide</i>
Interview Process - The Social Workers or in some instances the Municipal Social Welfare and Development Office Staff will initially interview the client based on his/ her needs	Client Interviewed	None	10 mins	<i>Noriddi A. Carreon Social Welfare Officer II</i>
Preparation of Referral Letters and Approved Solicitation Permit - The preparation of referral letter will be according to what purpose, where to refer and the date of referral. On the other hand, the approved solicitation permit will be signed by the Municipal Social Welfare and Development Officer who will oblige the client for submission of feedback report or financial report after the scheduled affairs or activities were done	Referral Letters and Approved Solicitation Permit were done	None	15 mins	<i>Marissa M. Aguilar (Municipal Social Welfare and Development Officer) Noriddi A. Carreon (Social Welfare Officer II)</i>



<p>Log Book - The transaction will be recorded to the log book before the referral letters or approved solicitation permit will be issued to the client</p>	<p>Filed in the Log Book and issued the needed document</p>	<p>None</p>	<p>2 mins</p>	<p><i>Warrenilda O. Malabanan MSWDO Staff</i></p>
<p>Preparation of Referral Letters and Approved Solicitation Permit - The preparation of referral letter will be according to what purpose, where to refer and the date of referral. On the other hand, the approved solicitation permit will be signed by the Municipal Social Welfare and Development Officer who will oblige the client for submission of feedback report or financial report after the scheduled affairs or activities were done</p>	<p>Referral Letters and Approved Solicitation Permit were done</p>	<p>None</p>	<p>15 mins</p>	<p><i>Marissa M. Aguilar (Municipal Social Welfare and Development Officer) Noriddi A. Carreon (Social Welfare Officer II)</i></p>
<p>Log Book - The transaction will be recorded to the log book before the referral letters or approved solicitation permit will be issued to the client</p>	<p>Filed in the Log Book and issued the needed document</p>	<p>None</p>	<p>2 mins</p>	<p><i>Warrenilda O. Malabanan MSWDO Staff</i></p>
<b>Total :</b>			<p>47 mins</p>	