



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

External Services



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

OFFICE / DIVISION	Municipal Social Welfare and Development Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Client			
WHO MAY AVAIL	Disadvantage Women and Children in Conflict with the Law and Children at Risk			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Birth Certificate or			Municipal Civil Registrar/ Parent	
Dental Certificate			Dentist	
Barangay Blotter			Barangay Women & Children Protection Desk	
Medical Certificate			Rural Health Unit/ Victim	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 (Municipal Social Welfare and Dev't. 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 (Municipal Social Welfare and Development 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 (Municipal Social Welfare and Development 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
Total:			5 hrs and 20 mins	

2. Aid to Individual in Crisis Situation (AICS)

OFFICE / DIVISION	Municipal Social Welfare and Development Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Client			
WHO MAY AVAIL	Qualified, deserving and indigent service user			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>
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.	Recorded in the Log Book and explained the flow of transaction	None	5 mins	<i>Warrenilda O. Malabanan & Maria Ana P. Buiser MSWDO Staff</i>
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.	Provided of Obligation Request	None	15 mins	<i>Perla Castro & Riza T. Resquites (Budget Office Staff)</i>
Disbursement Voucher - The preparation of voucher will be done by the Accounting staff.	Prepared Disbursement Voucher	None	15 mins	<i>Accounting Staff</i>
Preparation of Checks - The accounting and treasury office will handle the preparation of checks for disbursement.	Prepared Check	None	15 mins	<i>Jocelyn Mitra Treasury Staff Rowena C. Landicho Municipal Treasurer</i>



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.	Released of Check	None	5 mins	Treasury Staff
Total:			1 hr and 40 mins	

3. Social Case Study Report

OFFICE / DIVISION	Municipal Social Welfare and Development Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Client			
WHO MAY AVAIL	Total Populace			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Checking of the Required Documents -	Required Documents checked	None	5 mins	Municipal Social Welfare and Development Office's Staff
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	Marissa M. Aguilar (Municipal Social Welfare and Development Officer)



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.	Processed SCSR	None	20 mins	Noriddi A. Carreon (Social Welfare Officer II) Marissa M. Aguilar (Municipal Social Welfare and Development Officer)
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.	Recorded in the Log Book and explained the flow of transaction	None	5 mins	Warrenilda O. Malabanan & Maria Ana P. Buiser MSWDO Staff
Complete Processing of Financial Request - The finished SCSR will be processed by the assigned staff to different offices until provided of check	Provided of Obligation Request	None	1 Hr. and 30 mins	Maria Ana P. Buiser MSWDO Staff
Total:			2 hours and 3 mins	

4. Pre-Marriage Counselling Service

OFFICE / DIVISION	Municipal Social Welfare and Development Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Client			
WHO MAY AVAIL	Engage couples applying for Marriage License			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Birth Certificate			Municipal Civil Registrar/ Applying Couple	
CENOMAR			Municipal Civil Registrar/ Applying Couple	
Parental Consent			Parent's Applicant/ Applying Couple	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Checking of the Required Documents	Required documents checked	None	5 mins	Warrenilda O. Malabanan MSWDO Staff
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	Warrenilda O. Malabanan MSWDO Staff



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 writtended	None	10 mins	Warrenilda O. Malabanan MSWDO Staff
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	Marissa M. Aguilar (Municipal Social Welfare and Development Officer)
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	Warrenilda O. Malabanan MSWDO Staff
TOTAL:			1 hr and 25 mins	

5. Referral Letters and Approved Solicitation Permit

OFFICE / DIVISION	Municipal Social Welfare and Development Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Client			
WHO MAY AVAIL	Total Populace			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official IDs			Solicitor/ Client	
Residence Certificate			Solicitor/ Client	
Letter of Intent			Solicitor/ Client	
Barangay Certification			Barangay Hall	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Checking of the Required Documents -	Required documents checked	None	3 mins	Josephine T. Jordan Social Welfare Aide
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	Noriddi A. Carreon Social Welfare Officer II



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>
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	Filed in the Log Book and issued the needed document	None	2 mins	<i>Warrenilda O. Malabanan MSWDO Staff</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>
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	Filed in the Log Book and issued the needed document	None	2 mins	<i>Warrenilda O. Malabanan MSWDO Staff</i>
TOTAL:			47 mins	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the Public Assistance and Complaint Desk.
How feedbacks are processed	Every Friday the Human Resource Management Officer opens the drop box and complies and records all feedback submitted.
	Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days upon receipt of the feedback.
	The answer of the office is then relayed to the citizen involved.
	For inquiries and follow ups clients may contact the following telephone number (049) 567-0311
How to file complaints	Fill out the client complaint form and drop it to the designated drop box.
	Complaints can also be filed via telephone.
	Make sure to provide the following information: <ol style="list-style-type: none"> 1. Name of person being complained 2. Incident 3. Evidence
How complaints are processed	The Complaint Officer opens the complaints drop box on a daily basis and evaluates each complaint
	The Complaint Officer shall start the investigation and forward the complaint to the relevant office for their explanation.
	The Complaint officer will create a report after the investigation and shall submit it to the head of agency for appropriate action.
Contact information of Municipality of Alaminos	(049) 521-0311
	lgu.alaminoshr@gmail.com
	ARTA: complaints @arta.gov.ph: 1-ARTA: 2768 PCC 8888 CCB:0908-881-6565

Office	Address	Contact Information
Office of the Municipal Mayor	D. Fandiño Sr. St. Alaminos Laguna	(049)567-1999
Office of the Vice Mayor	D. Fandiño Sr. St. Alaminos Laguna	(049)521-0124
Office of the Sangguniang Bayan	D. Fandiño Sr. St. Alaminos Laguna	(049)521-0124
Municipal Planning and Development Office	D. Fandiño Sr. St. Alaminos Laguna	(049)567-1709
Municipal Accounting Office	D. Fandiño Sr. St. Alaminos Laguna	(049)567-2079



Municipal Budget Office	D. Fandiño Sr. St. Alaminos Laguna	(049)521-0152
Municipal Treasurer's Office	D. Fandiño Sr. St. Alaminos Laguna	(049)567-1439 / (049)521-0487
Municipal Assessor's Office	D. Fandiño Sr. St. Alaminos Laguna	(049)567-1567/ (049)521-3145
Municipal Civil Registrar's Office	D. Fandiño Sr. St. Alaminos Laguna	(049)521-0165
Municipal Engineering office	D. Fandiño Sr. St. Alaminos Laguna	(049)521-0300
Municipal Agriculture office	D. Fandiño Sr. St. Alaminos Laguna	(049)521-0159
Municipal Social Welfare and Development Office	D. Fandiño Sr. St. Alaminos Laguna	(049)567-1178
Municipal Health Officer	D. Fandiño Sr. St. Alaminos Laguna	(049)567-1196
Municipal Human Resource and Management Section	D. Fandiño Sr. St. Alaminos Laguna	(049)521-0311
Department of Interior and Local Government	D. Fandiño Sr. St. Alaminos Laguna	
Municipal Disaster Risk Reduction and Management Office Municipal Environment and Natural Resources Office	D. Fandiño Sr. St. Alaminos Laguna	(049)250-4869
General Services Office	D. Fandiño Sr. St. Alaminos Laguna	(049)521-4323