



Republic of the Philippines
 Province of Palawan
Municipality of Aborlan



MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE

1. EMERGENCY ASSISTANCE SERVICES

Assistance to Individuals in Crisis Situation is a protective service provided for the poor, marginalized and vulnerable/disadvantaged individuals who are residents of Aborlan. The Office provides financial assistance to individuals and families experiencing difficult circumstances and have inadequate resources enabling them to cope with their most pressing concerns.

Office or Division:	Municipal Social and Welfare Department Office	
Classification:	Simple	
Type of Transaction:	G2C-Government to Citizen	
Who may Avail:	Indigent Aborlanos needing social welfare development assistance <ul style="list-style-type: none"> • Individuals/families in crisis situation • Who have not yet availed of financial assistance during the year • Who are indigent 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Transportation Assistance	<ul style="list-style-type: none"> • Any valid identification card of the client/ person to be interviewed; and • Police Blotter or Police Certification (for victims of pickpockets, illegal recruitment, etc.); or • Other supporting document/s such as, but not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena. 	Claimant Philippine National Police (PNP) Attending Physician/Municipal Civil Registrar/ Regional Trial Court/ Social Welfare Office

Medical Assistance

- Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance may be required
- Any valid identification card of the client/person to be interviewed; and
- Case Study Report that the client is in crisis situation issued by the Department social worker, Local Social Welfare and Development Officer or Case Summary issued by the Medical Social Worker;
- Medical Certificate or Medical Abstract with date of issuance, complete name, signature and license number of the attending physician (issued within 3 months); and
- If payment for hospital bill — Hospital Bill/Statement of Account (Outstanding Balance) with complete name and signature of the Billing Clerk; or
- If for medicines/assistive devices - Prescription with date of issuance, complete name, signature and license number of the attending physician; or
- If for medical procedures - Laboratory requests with date of issuance, complete name, signature and license number of the attending physician.
- Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance may be required.

Barangay Hall

Claimant

Social Worker

Attending Physician

Admitting Hospital

Attending Physician

Attending Physician

Barangay Hall

<p>Burial Assistance</p>	<ul style="list-style-type: none"> • Any valid identification card of the client/ person to be interviewed; and • Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro) or Doctor or authorized medical practitioner, in the absence of a death certificate; and • Funeral Contract (except for Muslim and Indigenous People performing customary practices); • For transfer of cadaver: Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro) or Doctor or authorized medical practitioner, in the absence of a death certificate; and • Transfer Permit (except for Moro and Indigenous Peoples performing customary practices), if applicable. • Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance may be required. 	<p>Claimant</p> <p>Municipal Civil Registrar</p> <p>Funeral Homes</p> <p>Municipal Civil Registrar/Attending Doctor/Tribal Chieftain</p> <p>Disaster Risk Reduction Management Office</p> <p>Barangay Hall</p>
<p>Food Assistance</p>	<ul style="list-style-type: none"> • Any valid identification card of the client/ person to be interviewed; and • Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance may be required. 	<p>Claimant</p> <p>Barangay Hall</p>

Educational Assistance

- Any valid identification card of the client/ person to be interviewed; and
- Enrolment Assessment Form or Certificate of Enrolment or Registration; and
- Validated school ID of the student/ beneficiary; and
- Statement of Account for College Students, when available. This may not be available for State Universities.
- Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance may be required.

Claimant

Barangay Hall

Cash Assistance for other support services

- Any valid identification card of the client/ person to be interviewed; and Depending on the circumstance of the client:
- Police Report or Bureau of Fire Protection (BFP) Report/Certification for fire victims; or Passport, Travel Document(s), Certification from OVWIA or the Barangay or any proof of repatriation by the OF; or A certification from the Social Worker or Case Manager for rescued clients or is in need of assistance; or Police Blotter and Social Worker Certificate for Victims of Online Sexual Exploitation of Children or violence against women and children.

Claimant

Philippine National Police/ Bureau of Fire Protection (BFP)/Social Welfare

Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Register at the “logbook/ logsheet” in the office lobby	1.1 Give the form to the client; assist if necessary	None	1 Minute	Public Assistance and Complaint Desk (PACD) Officer
2. Submit the required documents to frontline personnel for initial assessment and verification.	2.1 Receive the required documents and check for completeness 2.2 Check availability of fund 2.3 Assist client in filling-up General Intake Sheet (GIS) 2.4 Explain to the client the duration of processing of the documents	None	10 Minutes	Social Welfare Aide
3. Prepare needed documents for financial assistance	3.1 Prepares financial documents (Obligation Request, Disbursement Voucher, Certificate of Eligibility) 3.2 Attach other pertinent documents 3.3 Processes financial assistance			Social Welfare Aide Social Welfare Officer
4. Claim the assistance	4.1 Notifies client of availability of check		5 Minutes	Municipal Treasurer’s Office (MTO) Cashier
	TOTAL	None	16 Minutes	

2. (SENIOR CITIZEN) PROVISION OF ID CARD, PROVISION OF PURCHASE BOOKLET, FINANCIAL ASSISTANCE, REFERRALS SERVICES

Senior Citizen Identification Cards are issued to any resident citizen of Aborlan who are at least sixty (60) years old. Pursuant to RA 9994, Senior Citizens with valid IDs shall be entitled to the grant of twenty percent (20%) discount and exemption from the value-added tax, on the sale of goods and services from all establishments.

Office or Division:	Municipal Social Welfare and Development Office- Office for the Senior Citizen Affairs (OSCA)
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may Avail:	Must be 60 years old, a Filipino citizen and a resident of Municipality of Aborlan
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Provision of ID Card and Provision of Purchase Booklet</p> <ul style="list-style-type: none"> 1. Duly Accomplished Registration Form 2. Proof of Age: Birth Certificate, passport or any valid ID indicating one's birth date 3. Latest 1x1 ID picture- 2 pcs <p>Requirement for Lost ID's:</p> <ul style="list-style-type: none"> 1.1. Affidavit of Loss 1.2. Proof of Age (Birth Certificate, Passport, or any valid ID indicating one's birth date 1.3. Latest 1x1 ID picture- 2 pcs 1.4. Duly accomplished Registration Form <p>Financial Assistance and Referrals</p> <ul style="list-style-type: none"> <input type="checkbox"/> Brgy. Certification as proof of residence <input type="checkbox"/> Residence Certificate <input type="checkbox"/> Personal letter of the client. 	<p>MSWDO Applicant Applicant</p> <p>Applicant Applicant Applicant Physician</p>

<input type="checkbox"/> Medical certificate <input type="checkbox"/> Doctor's prescription <input type="checkbox"/> Hospital bill <input type="checkbox"/> Social Case Study Report		Physician Hospital MSWDO		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Register at the "logbook/ logsheet" in the office lobby	1.1 Give the form to the client; assist if necessary. Refer to Social Worker	None	1 Minute	Officer on Duty
2. Proceed to assign Social Worker	2.1 Conduct interview and advise on what requirements to be submitted	None	1 Minute	Social Worker
3. Submit the required documents for initial assessment and verification	3.1 Receive the required documents and check for completeness		1 Minute	Social Worker
4. Fill-up Registration Form	4.1 Assist client in filling-up Registration Form	None	5 Minutes	Social Worker
	4.2 Ensure completeness and correctness of data		2 minutes	Social Worker
	4.3 Encode client data		5 minutes	Social Worker
	4.4 Prepare ID, and submit for approval and signature of Department Head and Municipal Mayor		2 minutes	Social Worker
	4.5 Attach/paste photo		30 seconds	Social Worker
	4.6 Release ID Card		30 seconds	Social Worker
5. Receive Identification Card and Affix signature	5.1 Assist client affix his/her signature on ID		1 minute	Social Worker
	TOTAL		19 minutes	

3. WOMEN IN DIFFICULT CIRCUMSTANCES WIDC SERVICES (ABUSED/BATTERED)

This service designed for protection and assistance for victim of Violence Against Women and Children (VAWC) and Women in Difficult Circumstances (WIDC).

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may Avail:	All clients who are Women in Difficult Circumstances (WIDC)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>A. Violence Against Women and Children (VAWC)</p> <ul style="list-style-type: none"> ● Case Conference/Counseling <ul style="list-style-type: none"> ● Personal interview with the client ● Filling- up of Violence Against Women and Children (VAWC) Intake Sheet and Women in Difficult Circumstances (WIDC) ● Referral <ul style="list-style-type: none"> ● Personal interview with the client ● Filling- up of Violence Against Women and Children (VAWC) Intake Sheet and Women in Difficult Circumstances (WIDC) ● Rescue <ul style="list-style-type: none"> ● Personal interview with the client ● Filling- up of Violence Against Women and Children (VAWC) Intake Sheet and Women in Difficult Circumstances (WIDC) 	<p>Client</p> <p>Social Worker</p> <p>Client</p> <p>Social Worker</p> <p>Client</p> <p>Social Worker</p>

<ul style="list-style-type: none"> ● Provision of Assistance <ul style="list-style-type: none"> ● Barangay Certification of Indigency ● Medical Certificate, Police Report or Certification of Barangay that she is VAWC victim; or any proof; or certification from the Social Worker or Case Manager for rescued clients or is in need of assistance; or Police Blotter and Social Worker Certificate for Victims of Sexual Exploitation of children or violence against women and children or WIDC. ● Photocopy of Valid ID ● Cedula ● Social Case Study Report 	<p>Client/Brgy. Hall of client's residence</p> <p>Attending Physician/ Philippine National Police/Municipal Social Welfare and Development</p> <p>Client Client Municipal Social Welfare and Development Office</p>
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Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
<p>1. Personal interview with the client</p> <p>2. Filling- up of Violence Against Women and Children (VAWC) Intake Sheet and Women in Difficult Circumstances (WIDC)</p>	<p>1.1 Give the form to the client; assist if necessary.</p> <p>2.1 Conduct interview and advise on what requirements to be submitted</p> <p>3.1 Receive the required documents and check for completeness</p>	<p>None</p>	<p>10 Minutes</p>	<p>Social Worker</p>

	4.1 Encode client data		10 minutes	
	5.1 <input type="checkbox"/> Counseling <input type="checkbox"/> Preparation of Social Case Study Report <input type="checkbox"/> Referral to other concern offices/agencies		20 minutes	
	TOTAL	None	40 minutes	

4. PROVISION OF WOMEN SERVICES

This service designed to protect the basic rights of every women. (children & youth, disabled person, solo parent and women).

Office or Division:	Municipal Social Welfare and Development Office	
Classification:	Simple	
Type of Transaction:	G2C-Government to Citizen	
Who may Avail:	A Filipino citizen, resident of Aborlan and a woman age 18-59 years old.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>A. Provision of women ID</p> <ul style="list-style-type: none"> ▪ Duly Accomplished Registration Form ▪ Barangay Certification ▪ 1x1 ID picture <p>B. Provision of Financial Assistance</p> <ul style="list-style-type: none"> ▪ Personal Letter ▪ Barangay Certification ▪ Medical Certificate ▪ Social Case Study Report ▪ Photocopy of Valid ID ▪ Cedula 		<p>Social Worker Barangay Hall of client's Residence Applicant</p> <p>Claimant Brgy Hall of client's Residence Doctor/Attending Physician/ Social Worker Claimant Claimant</p>

Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
A. Provision of women ID				
1. Register at the “logbook/ logsheet” in the office lobby	1.1 Give the form to the client; assist if necessary. Refer to Social Worker	None	1 Minute	Officer on Duty
2. Proceed to assign Social Worker	2.1 Conduct interview and advise on what requirements to be submitted		1 Minute	Social Worker
3. Submit the required documents for initial assessment and verification	3.1 Receive the required documents and check for completeness	None	1 Minute	Social Worker
4. Fill-up Registration Form	4.1 Assist client in filling-up Registration Form		5 Minutes	Social Worker
	4.2 Ensure completeness and correctness of data		2 minutes	Social Worker
	4.3 Encode client data		5 minutes	Social Worker
	4.4 Prepare ID, and submit for approval and signature of Department Head and Municipal Mayor		2 minutes	Social Worker
	4.5 Attach/paste photo		30 seconds	Social Worker
	4.6 Release ID Card		30 seconds	
	4.7 Assist client affix his/her signature on ID		1 minute	Social Worker
	TOTAL		19 Minutes	

B. Provision of Financial Assistance 1. Personal interview with the client 2. Filling- up of General Intake Sheet	1.1 Give the form to the client; assist if necessary.	None	1 minute	Social Worker
	2.1 Conduct interview and advise on what requirements to be submitted	None	5 minutes	Social Worker
	3.1 Receive the required documents and check for completeness	None	1 minutes	Social Worker
	4.1 Encode client data	None	3 minutes	Social Worker
	5.1 Prepare Letter for referral/Social Case Study Report	None	15 minutes	Social Worker
	TOTAL			25 MINUTES

5. DISABLED PERSON: ASSISTANCE TO PERSON WITH DISABILITIES (PWDS) SERVICES

Persons with Disabilities (PWD) Identification Cards, which serves as a basis for the provision of certain special privileges and discounts in accordance with RA 9442, are issued to any bonafide PWD with long-term physical, mental, intellectual, or sensory impairment which may hinder their full and effective participation in the society. The validity of the ID is three (3) years and is renewable. Needy PWDs also provided financial assistance.

Office or Division:	Municipal Social Welfare and Development Office	
Classification:	Simple	
Type of Transaction:	G2C-Government to Civilian	
Who may Avail:	A Filipino citizen and a resident of Aborlan who may fall to any of the following types of disabilities: communication disability (hearing impairment, and speech and language impairment), learning disability, intellectual disability, orthopedic disability, mental/psychosocial disability, visual disability, and disability due to chronic illness	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Provision of ID Card and Provision of Purchase Booklet <ol style="list-style-type: none"> 1. Duly Accomplished Application Form 2. Latest 1x1 ID picture- 2 pcs 3. Voter's ID/Certification/Old PWD ID- photocopy 4. Proof of Disability- Medical Certificate and/or Certificate of Disability stating one's disability 5. Social Case Study Report Requirement for Lost of PWD ID's: <ol style="list-style-type: none"> 1. Affidavit of Loss 		Officer on Duty Applicant Applicant/COMELEC Applicant/Medical Doctor or Practitioner Municipal Social Welfare & Dev't Office

2. Latest 1x1 ID picture- 2 pcs
3. Duly accomplished Application Form

Requirements for Renewal of PWD ID:

1. Old/Expired PWD ID
2. Voter's ID/Certification
3. Updated Medical Certificate and Certificate of Disability (for Chronic Illness)
4. 1x1 ID picture- 2 pcs
5. Duly accomplished Application Form

Financial Assistance and Referrals

- Brgy. Certification as proof of residence
- Residence Certificate
- Personal letter of the client.
- Medical certificate
- Doctor's prescription
- Hospital bill
- Voter's ID/Certification/Old PWD ID- photocopy
- Social Case Study Report

Barangay Hall

Barangay Hall

Client

Attending Physician

Attending Physician

Admitting Hospital

Client

Social Worker

Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1.Register at the "logbook/logsheet" Form in the office lobby	1.1 Give the form to the client; assist if necessary. Refer to Social Worker/PWD Worker	None	5 Minutes	Officer on Duty
2.Proceed to Officer on Duty	2.1 Conduct interview and provide requirement checklists	None	5 Minutes	Social Worker
3.Submit the required documents for initial assessment and verification	3.1 Receive and review submitted documents		5 Minutes	Social Worker
4. Fill-up Registration Form	4.1 Assist client in filling-up Registration Form		5 Minutes	Social Worker
	4.2 Prepare ID, and submit for approval and signature of Department Head and Municipal Mayor			
	4.3 Attach/paste photo			
5.Receive Identification Card and Affix signature	5.1 Release ID Card 5.2 Assist client affix his/her signature on ID		5 Minutes	Social Worker
	TOTAL	None	25 Minutes	

6. CHILDREN AND YOUTH: ASSISTANCE TO ABUSED CHILDREN, CHILDREN IN CONFLICT WITH THE LAW (CICL), CHILD AT RISK (CAR) & YOUTH SERVICES

This service designed to protect the basic rights of children and protect them from abuses.

A. ASSISTANCE TO ABUSED CHILDREN

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may Avail:	ABUSED CHILDREN, CHILDREN IN CONFLICT WITH THE LAW (CICL), CHILD AT RISK (CAR) & YOUTH

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ● Case Conference/Counseling <ul style="list-style-type: none"> ● Personal interview with the client ● Filling- up of Children in Need of Special Protection (CNSP) Intake Sheet ● Referral <ul style="list-style-type: none"> ● Personal interview with the client ● Filling- up of Children in Need of Special Protection (CNSP) Intake Sheet ● Refer to concern agencies ● Rescue <ul style="list-style-type: none"> ● Personal interview with the client ● Filling- up of Children in Need of Special 	<p>Client and Guardian</p> <p>Social Worker</p> <p>Client and Guardian</p> <p>Social Worker</p> <p>Social Worker</p> <p>Client</p> <p>Social Worker</p>

<p style="text-align: center;">Protection (CNSP) Intake Sheet</p> <ul style="list-style-type: none"> • Filling-up of Acknowledgment Receipt • Provision of Assistance <ul style="list-style-type: none"> • Barangay Certification of Indigency • Medical Certificate, Police Report or Certification of Barangay that she is VAWC victim; or any proof; or certification from the Social Worker or Case Manager for rescued clients or is in need of assistance; or Police Blotter and Social Worker Certificate for Victims of Sexual Exploitation of children or violence against women and children or WIDC. • Photocopy of Valid ID • Social Case Study Report 	<p>Social Worker</p> <p>Client</p> <p>Attending Physician/ Philippine National Police/Municipal Social Welfare and Development</p> <p>Client Municipal Social Welfare and Development Office</p>
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Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Personal interview with the client	1.1 Give the form to the client; assist if necessary.	None	5 Minutes	<i>Social Worker</i>
2. Filling- up of Children in Need of Special Protection (CNSP) Intake Sheet	2.1 Conduct interview and advise on what requirements to be submitted 3.1 Receive the required documents and check for completeness		5 minutes 10 minutes	<i>Social Worker</i>

	4.1 Encode client data			<i>Social Worker</i>
	5.1 <input type="checkbox"/> Counseling <input type="checkbox"/> Preparation of Social Case Study Report <input type="checkbox"/> Referral to other concern offices/agencies		20 minutes	<i>Social Worker</i>
	TOTAL	None	40 minutes	

B. ASSISTANCE TO CHILDREN IN CONFLICT WITH THE LAW (CICL) AND CHILD AT RISK (CAR)

Office or Division:	Municipal Social Welfare and Development Office		
Classification:	Simple		
Type of Transaction:	G2C-Government to Citizen		
Who may Avail:	Children in Conflict with the Law (CICL) and Child At Risk (CAR)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. Case Conference/Counseling 1. Personal interview with the client 2. Filling- up of Children in Conflict with the Law (CICL) and Child at Risk (CAR) Intake Sheet B. Referral 1. Personal interview with the client 2. Filling- up of Children in Conflict with the Law (CICL) and Child at Risk (CAR) Intake Sheet		Client and Guardian Social Worker Client and Guardian Social Worker	

<p>3. Refer to concern agencies</p>	<p>Social Worker</p>
<p>C. Rescue</p>	
<p>1. Personal interview with the client</p>	<p>Client</p>
<p>2. Filling- up of Children in Conflict with the Law (CICL) and Child At Risk (CAR) Intake Sheet</p>	<p>Social Worker</p>
<p>3. Filling-up of Acknowledgment Receipt</p>	<p>Social Worker</p>
<p>D. Provision of Assistance</p>	
<p>1. Personal interview with the client</p>	<p>Client</p>
<p>2. Filling- up of Children in Conflict with the Law (CICL) and Child At Risk (CAR) Intake Sheet</p>	<p>Social Worker</p>
<p>3. Barangay Certification of Indigency</p>	<p>Client</p>
<p>4. Medical Certificate, Police Report/Blotter; or any proof; or certification from the Social Worker or Case Manager that he/she is in need of assistance;</p>	<p>Attending Physician/ Philippine National Police/Municipal Social Welfare and Development</p>
<p>5. Photocopy of Valid ID</p>	<p>Client</p>
<p>6. Social Case Study Report</p>	<p>Municipal Social Welfare and Development Office/Social Worker</p>

Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Personal interview with the client 2. Filling- up of Children in Need of Special Protection (CNSP) Intake Sheet	1.1 Give the form to the client; assist if necessary. 2.1 Conduct interview and advise on what requirements to be submitted 3.1 Receive the required documents and check for completeness 4.1 Encode client data 5.1 <input type="checkbox"/> Counseling <input type="checkbox"/> Preparation of Social Case Study Report <input type="checkbox"/> Referral to other concern offices/agencies	None	5 Minutes 5 minutes 10 minutes 20 minutes	Social Worker
	TOTAL	None	40 minutes	

7. SOLO PARENT PROGRAM & SERVICES

A Solo Parent Identification Card is issued to qualified Solo Parents, pursuant to RA 8972, s. 2000, which entitles him/her with the benefits and privileges for the solo parents and their children. The validity of the ID is one (1) year and is renewable.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	G2C – Government to Citizen
Type of Transaction:	Simple
Who may avail:	<p>Any individual who falls under any of the following circumstances:</p> <ol style="list-style-type: none"> 1. Woman who gives birth as a result of rape or other crimes against chastity 2. Parents left solo or alone with the responsibility of parenthood due to legal separation or de facto separation, annulment of marriage, death of spouse, detention of spouse, physical/mental incapacity of spouse, abandonment of spouse 3. Unmarried mother/father 4. Any other person who provides parental care and support 5. Any family members who assumes the responsibility as head of the family due to death, abandonment, disappearance or prolonged absence of the parents of the solo parent <p>"Children" - refer to those living with and dependent upon the solo parent for support who are unmarried, unemployed and not more than eighteen (18) years of age, or even over eighteen (18) years but are incapable of self-support because of mental and/or physical defect/disability.</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>A. Provision of Solo Parent ID</p> <ul style="list-style-type: none"> ▪ Duly Accomplished Registration Form ▪ Barangay Certification of Solo Parent ▪ Latest 1x1 ID picture- 2 pcs ▪ Birth Certificate of Child/ren below 18 years old (or over 18 years old with Certificate of Incapacity from a public medical practitioner) ▪ Voter's ID/Certification or any Valid ID ▪ Additional Requirements if applicable: <ul style="list-style-type: none"> ➢ Duly notarized Affidavit of Solo Parent (for any other person taking care of the child) ➢ Death Certificate of Spouse (for widow/widower) ➢ Certificate of Employment (if employed) ➢ Certificate of Detention (if spouse is detained) ➢ Certificate of Incapacity (if spouse is physically/mentally incapacitated; signed by a public medical practitioner) ➢ Court Order (for legally separated or annulled) <p>Requirements for Renewal of ID's:</p> <ol style="list-style-type: none"> a. Barangay Certificate of Solo Parent b. Voter's ID/COMELEC Registration c. Latest 1x1 ID picture <p>Requirements for Lost ID's:</p> <ol style="list-style-type: none"> a. Affidavit of Loss b. Barangay Certificate of Solo Parent c. Voter's ID/COMELEC Registration d. Latest 1x1 ID picture- 2 pcs 	<p>Social Worker/ Officer on Duty Barangay Hall of client's Residence Applicant Applicant/ Municipal Civil Registrar's Office</p> <p>Applicant</p> <p>Applicant</p> <p>Municipal Registrar's Office Applicant's Human Resource Management Officer Bureau of Jail Management and Penology Physician</p> <p>Regional Trial Court</p>

B. Provision of Financial Assistance <ul style="list-style-type: none"> ▪ Personal Letter ▪ Bgy. Certification ▪ Medical Certificate ▪ Social Case Study Report ▪ Hospital Bill/Doctor's Prescription ▪ Photocopy of Valid ID ▪ Cedula 		Claimant Barangay Hall of client's Residence Doctor/Attending Physician/ Municipal Social Welfare and Development Doctor/Attending Physician/Admitting Hospital Claimant Claimant		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
A. Provision of Solo Parent ID				
1. Register at the "logbook/ logsheet" in the office lobby	1.1 Give the form to the client; assist if necessary. Refer to Social Worker	None	1 Minute	Officer on Duty
2. Proceed to assign Social Worker	2.1 Conduct interview and advise on what requirements to be submitted		1 Minute	Social Worker
3. Submit the required documents for initial assessment and verification	3.1 Receive the required documents and check for completeness	None	1 Minute	Social Worker
4. Fill-up Registration Form	4.1 Assist client in filling-up Registration Form		5 Minutes	Social Worker
	4.2 Ensure completeness and correctness of data		2 minutes	Social Worker
	4.3 Encode client data		5 minutes	Social Worker
	4.4 Prepare ID, and submit for approval and signature of		2 minutes	Social Worker

	Department Head and Municipal Mayor			
	4.5 Attach/paste photo		30 seconds	Social Worker
	4.6 Release ID Card		30 seconds	
	4.7 Assist client affix his/her signature on ID		1 minute	Social Worker
	TOTAL		19 Minutes	
B. Provision of Financial Assistance				
1. Personal interview with the client	1.1 Give the form to the client; assist if necessary.	None	1 minute	Social Worker
2. Filling- up of General Intake Sheet	2.1 Conduct interview and advise on what requirements to be submitted	None	5 minutes	Social Worker
	3.1 Receive the required documents and check for completeness	None	1 minutes	Social Worker
	4.1 Encode client data	None	3 minutes	Social Worker
	5.1 Prepare Letter for referral/Social Case Study Report/Assessment on General Intake Sheet	None	5 minutes	Social Worker
	TOTAL		15 minutes	

8. ISSUANCE OF PURCHASE BOOKLETS FOR MEDICINE AND GROCERY FOR PERSONS WITH DISABILITIES AND SENIOR CITIZENS

Purchase booklets for medicine and grocery are required for senior citizens and PWDs to avail of special discount on purchase of basic necessities and prime commodities.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Residents of Aborlan with valid PWD ID and Senior Citizens ID			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. For PWDs: Valid PWD Identification Card			Applicant	
2. For Senior Citizens: Senior Citizens Identification Card			Applicant	
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Register at the "logbook/Logsheet" in the office lobby	1.1 Give the form to the client; assist if necessary	None	1 Minute	Officer on Duty
	1.2 Refer to Social Worker for the Senior Citizens Booklet/PWD Booklet			
2. Present Valid Identification Cards	2.1 Receive ID	None	5 Minutes	Social Worker
	2.2 Encode client information on the system			
	2.3 Fill-up needed information on the booklet, with the control number			
3. Receive ID card and booklet	3.1 Issue ID card and booklet	None	1 Minute	Social Worker
TOTAL		None	7 Minutes	

9.PRE-MARRIAGE COUNSELLING SERVICES

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	All clients who need pre-marriage counselling			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Intake interview to client & eligibility requirements		None	1 hour	Municipal Social Welfare & Development Office Staff
2. Awareness examination		None	1 hour	Municipal Social Welfare & Development Office Staff
3. Counseling session			4 hours	Municipal Social Welfare & Development Office Staff
	TOTAL	None	6 hours	