



Municipal Social Welfare and Development Office

External Services



1. Provision of Assistance in Crisis Situation (AICS) (Medical and Burial Assistance)

The MSWDO provides financial assistance to individuals or families who are in crisis situation to cope up present problems due to socio-economic difficulties in order to attain normal functioning.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may Avail:	Person needing social welfare development assistance: <ul style="list-style-type: none"> ➤ Individuals/families in crisis situation ➤ Who have no yet availed MSWD assistance after six months ➤ Who are indigent as certified by the Barangay Chairman of the area where they resides 			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
(For Medical Assistance) a. Brgy. Certification of residency and indigency (1 original copy & 2 photo copies) b. Medical Certificate or Medical Abstract, medical prescription(1 original copy & 2 photo copies) c. 1 Photocopy of valid ID Card d. Community Tax Certificate, original (For Burial Assistance) a. Brgy. Certification of residency and indigency (1 original copy & 2 photo copies) b. Death Certificate, 1 photocopy c. Funeral Contract,			Brgy. Secretary/Chairman Hospital where the patient was confined Treasurer's Office Barangay Secretary/Chairman Local Civil Registrar or Hospital From the funeral parlor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the office log book.	1.1 Interviews & assesses qualified applicant.	None	10 Minutes	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
2. Submit requirements needed.	2.1 Prepares & submits, The Social Case Study Report,	None	30 Minutes	<i>MSWD Officer</i> Municipal Social Welfare



	Certificate of Eligibility for signatures.			and Development Office
3. Receives Financial Assistance.	3.1 Awards/ Records Financial Assistance	None	5 Minutes	<i>Municipal Mayor</i> Mayor's Office <i>MSWD Officer</i> Municipal Social Welfare and Development Office
TOTAL		None	45 Minutes	

2. Issuance of Social Case Study Report

The MSWD Office provides social case study report for the client to avail assistance from the Philippine Charity Sweepstakes Office (PCSO) other government hospital institution, and non-government organization.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Indigent/low income clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
(For Medical Assistance) a. Brgy. Certification of residency and indigency (1 original copy) b. Medical Certificate or Medical Abstract, Billing Statement, Official Receipts of Medicines(1 original copy)			Brgy. Secretary/Chairman Hospital where the patient was confined	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers in the office Log book.	1.1 Provides the logbook.	None	10 Minutes	<i>MSWD Officer</i> Municipal Social Welfare and



				Development Office
2. Discusses problems and provides related information.	2.1 Prepares Social Case Study Report.	None	30 Minutes	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
3. Submits requirement/s references needed for references-attachment.	3.1 Prepares Social Case Study Report.	None	30 Minutes	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
4. Receives copy of Social Case Study Report.	4.1 Approves and releases/records case study report.	None	5 Minutes	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
TOTAL		None	45 Minutes	



3. Issuance of Certificate of Indigency.

The MSWD Office provides a certificate of Indigency to individuals who may avail the programs of the different agencies.

- * For free electrical installation (INEC)
- * For legal assistance (Public Attorney's Office) PAO & Integrated Bar of the Philippines
- * For medical assistance (Hospital/PHILHEALTH)
- * For student scholarship grants.

Office or Division:		Municipal Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		Who are indigent/low income families as certified by the Barangay Chairman of the area where they resides		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. Barangay Certification of Indigency, 1 original copy			Brgy. Secretary/Chairman	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers in the office logbook.	1.1 Provides the logbook	None	1 Minute	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
2. Submits requirements needed.	2.1 Interviews client and Prepares certificate of indigency.	None	10 Minutes	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
3. Receives certificate of Indigency.	3.1 Approves/releases/records certification.	None	3 Minutes	<i>MSWD Officer</i> MSWD Office
TOTAL		None	45 Minutes	



4. Provision of Emergency Shelter Assistance (ESA)

The Office provides financial or material assistance to victims whose houses were partially or totally destroyed by natural or man-made disasters.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Victims whose houses were partially/totally destroyed.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. Police Blotter, 1 original copy b. Brgy. Certificate of indigency, 1 original copy c. Certification from the Bureau of Fire protection (fire victims), 1 original copy d. Barangay Disaster report, 1 certified copy			PNP Brgy. Secretary/Punong Barangay BFP Punong Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports to Barangay Chairman to extent of damages (totally or partially)	1.1 Receives list of damaged houses from the Brgy. Chairman or BDRMC.	None	10 Minutes	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
	1.2 Verifies reports and Project Proposals, FORM 200 for signatures.	None	1 Hour	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
	1.3 Submits result of assessment to MDRRMC Chairman.	None	10 Minutes	<i>MSWD Officer</i> Municipal Social Welfare and Development Office



2. Sign Emergency Shelter Assistance Form	2.1 Prepares supporting documents for funding.	None	30 Minutes	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
	2.2 Forwards the same to the Office of the Mayor.	None		
TOTAL		None	1 Hour and 50 Minutes	

5. Provision of Disaster Relief Assistance

The office provides assistance to individuals and families who are victims of natural and man-made calamities such as typhoon, fire etc.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Those affected by the calamity and reported by the Punong Barangay			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. Brgy. Certificate of indigency, 1 original copy			Brgy. Secretary/Chairman	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports to Punong Barangay the extent damages (partially, totally, flooded injured, death and missing.	1.1 Receives list of affected families from the Punong Barangay.	None	2 Minutes	<i>MSWD Officer</i> Municipal Social Welfare and Development Office



	1.2 Verifies/consolidates the report.	None	1 Hour	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
	1.3 Submit consolidated reports to the MDRRMC for assessment.	None	5 Minutes	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
	1.4 Prepares allocations of relief goods.	None	1 Hour	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
2. Receives relief goods.	2.1 Delivers & distributes relief goods.	None	1 Hour	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
TOTAL		None	3 Hours and 7 Minutes	

6. Pre-marriage Counselling.

The MSWD Office provides counselling services to would-be couples and with marital conflict, in partnership with POPCOM office, MHO, & NGO'S.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	<ul style="list-style-type: none"> ➤ Would be couples ➤ Couples with marital problems ➤ Couples of reproductive age



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NONE			NONE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers in the office logbook.	1.1 Provides the logbook	None	1 Minute	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
2. Presents pre-marriage counselling certificate issued by POPCOM, Presents problems, issues about their relations.	2.1 Review supporting documents for marriage counselling.	None	2 Minutes	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
3. Attends pre-marriage counselling	3.1 Conducts pre marriage counselling and signs necessary documents.	None	30 Minutes	<i>MSWD Officer</i> Municipal Social and Development Office
	3.2 Releases/Records Pre-marriage certificate/other necessary documents.	None	2 Minutes	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
TOTAL		None	35 Minutes	



7. Provision of Care and Protection of Children Under Difficult Circumstances

The office assists children and youth whose basic needs are deliberately unattended by their guardian/parents or a victims of any form of abuse

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> ➤ Abandoned and neglected children ➤ Physically abused children ➤ Sexually abused children ➤ Emotionally abused children ➤ Economically abused children ➤ Children in Conflict with the law/Children at Risk 			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. Barangay or police blotter regarding the problem, 1 original copy b. Birth Certificate of the minor, 1 certified copy			PNP or Barangay Chairman Local Civil Registrar or Philippine Statistics Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers at the logbook.	1.1 Verification of minor's birth certificate	None	1 Minute	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
2. Discusses problems and provides related information.	2.1 Interviews & conducts counselling.	None	1 Hour	<i>MSWD Officer</i> Municipal Social Welfare and Development Office



3. Proceeds to other concerned agencies like PNP, hospital etc. if necessary.	3.1 Refers client to other agencies.	None	30 Minutes	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
4. Presents result of referral.	4.1 Follow up/conduct service.	None	30 Minutes	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
TOTAL		None	2 Hours and 1 Minute	

8. Issuance of Philhealth Membership (Point of Service)

The office assist indigent client who are presently confined at government hospital for the enrolment of Point of Service and Zero Billing.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Indigent who don't have Philhealth.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. Bonafide resident of the Municipality of Nueva Era, 1 original copy b. Birth Certificate of the applicant, 1 certified copy c. Certification of indigency from the Punong Barangay, 1 original copy			Barangay Secretary/Chairman Local Civil Registrar/ PSA Barangay Secretary/Chairman	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers in the office Logbook.	1.1 Interview client.	None	10 Minutes	<i>MSWD Officer</i> Municipal Social Welfare and



				Development Office
2. Signs General Intake form.	2.1 Assists client in filling up the form.	None	10 Minutes	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
	2.2 Reviews the accomplished documents.	None	5 Minutes	<i>MSWD Officer</i> Municipal Social and Development Office
3. Submit the necessary requirements documents	3.1 Seek the approval of the LCE for POS Endorsement.	None	2 Minutes	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
4. Receive POS Endorsement	4.1 Issue POC Endorsement to client to be forwarded to the concerned hospital.	None	1 Minute	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
TOTAL		None	28 Minutes	

9. Issuance of Senior Citizen's Identification Card

The Office provides senior citizens identification card for the availment of 20% discount grant benefits and special privileges under Republic Act #9994.

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



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. Birth Certificate showing that they are 60 years old and above, 1 certified copy b. Brgy. Certificate of residency, 1 original copy			Local Civil Registrar/ PSA Barangay Secretary/Chairman	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers in the office logbook.	1.1 Interview client.	None	1 Minute	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
2. Accomplishes application form, submits birth certificate for verification.	2.1 Receives and verifies Documents and conduct interview.	None	5 Minutes	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
	2.2 Printing of Senior Citizen's ID Card.	None	10 Minutes	<i>MSWD OFFICER</i> Municipal Social Welfare and Development Office
3. Receives SC ID.	3.1 Releases/records Senior Citizens ID Cards with purchase slip.	None	3 Minutes	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
TOTAL		None	19 Minutes	



10. Issuance of Solo Parent Identification Card

The Office provides identification card to the persons who are solo parent for the benefits and privileges.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> ➤ Parent left solo or alone with the responsibility or parenthood ➤ Any person who assumes the responsibility of head of family as a result of the death, abandonment, disappearance or prolonged absence of the partner, and in prison ➤ Any other person who solely provide parental care & support to a child/children 			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. Barangay Certificate of residency, 1 original copy b. Birth Certificate, 1 certified copy c. Death Certificate of Spouse, Declaration of Nullity of Marriage, Medical Certificate-if incapacitated, 1 certified copy d. Income Tax Return, 1 photocopy e. Birth Certificate of minor children, 1 certified copy			Brgy. Secretary/Chairman Local Civil Registrar/ PSA Local Civil Registrar/PSA BIR Local Civil Registrar/PSA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers in the office logbook.	1.1 Interview client.	None	1 Minute	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
2. Accomplishes application form, submits documents/evidence that the applicant is a solo parent..	2.1 Receives and verifies the Documents.	None	5 Minutes	<i>MSWD Officer</i> Municipal Social Welfare and Development Office



	2.2 Printing of Solo Parent ID Card.	None	25 Minutes	MSWD Officer Municipal Social Welfare and Development Office
3. Receives Solo Parent ID.	3.1 Releases/records Solo Parent ID Card.	None	3 Minutes	MSWD Officer Municipal Social Welfare and Development Office
TOTAL		None	34 Minutes	

11. Provision of Assistance to Women in Difficult Circumstances (Medical Assistance)

The MSWDO provides financial assistance to indigent pregnant woman, after giving birth and the new born babies to prevent any complications or diseases.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> ➤ Indigent pregnant woman ➤ Indigent women who gave birth normally/caesarian ➤ Newly born baby in the RHU 			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. Barangay Certificate of residency and Indigency, 1 original copy b. Medical Certificate, 1 original copy c. 1 Xerox copy of valid ID d. Community Tax Certificate (CTC), original copy			Brgy. Secretary/Chairman RHU Doctor of Nueva Era/Hospital where the patient confined Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE



		PAID		
1. Registers in the office logbook.	1.1 Interviews and assesses qualified applicant	None	10 Minutes	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
2. Submit requirements needed.	2.1 Prepares and submit the Social Case Study Report, Certificate of Eligibility for signatures	None	30 Minutes	<i>MSWD Officer</i> Municipal Social Welfare and Development Office
3. Receives financial assistance	3.1 Awards/records financial assistance	None	5 Minutes	<i>Municipal Mayor</i> <i>Mayor's Office</i> <i>MSWD Officer</i> Municipal Social Welfare and Development Office
TOTAL		None	45 Minutes	