

City Social Welfare and Development Office



Management of Child Abuse Cases

Classification: Management of Child Abuse Cases Type of Transaction: G2C Who may Avail: Children victims of abuse under RA 7610 CHECKLIST OF REQUIREMENTS WHERE TO SECURE CLIENT STEPS AGENCY ACTIONS FEES TO BE PAID TIME RESPONSIBLE 1.Conducts intake 30minutes - Social welfare 1.Conducts intake Interview & initial counseling None 45minutes Officer II 2.Assists client & refer them to Agencies providing necessary service/s None Case to case Other Legal documents - PNP basis documents - City Hospital - Hall of Justice 3.Schedules activities for - follow-up intervention None 30 – 45 minutes Attends/cooperat 4.Facilitates session:	Office or Division: CITY SOCIAL WELFARE & DEVELOPMENT OFFICE					
Type of Transaction: Children victims of abuse under RA 7610				OFFICE		
Who may Avail: Children victims of abuse under RA 7610 CHECKLIST OF REQUIREMENTS AGENCY ACTIONS PEES TO BE PAID 1. Conducts intake Interview & initial counseling 2. Assists client & refer them to Agencies providing necessary service/s - PNP - City Hospital - Hall of Justice 3. Schedules activities for - follow-up intervention Attends/cooperat es in the various CHECKLIST OF REQUIREMENTS WHERE TO SECURE WHERE TO SECURE PROCESSING TIME 3. Social welfare officer II Police blotte Medico Lega Other Legal documents Social welfare officer II None 30 – 45 minutes Attends/cooperat es in the various - Court hearing None 2 Social Welfare			Cases			
CLIENT STEPS AGENCY ACTIONS BE PAID 1.Conducts intake Interview & initial counseling 2.Assists client & refer them to Agencies providing necessary service/s - PNP - City Hospital - Hall of Justice 3.Schedules activities for - follow-up intervention Attends/cooperat es in the various CLIENT STEPS AGENCY ACTIONS FEES TO BE PAID PROCESSING TIME 30minutes 30minutes - Social welfare 45minutes Police blotte Medico Lega Mocuments Case to case Other Legal documents Social welfare 3.Schedules activities for - follow-up intervention None 30 – 45 minutes Attends/cooperat es in the various ACTIONS AGENCY ACTIONS FEES TO BE PAID TIME AGENCY ACTIONS RESPONSIBLE None 45minutes Atouries Atouries Police blotte Medico Legal Mocuments Assis documents Assis document						
CLIENT STEPS AGENCY ACTIONS FEES TO BE PAID 1.Conducts intake Interview & initial counseling 2.Assists client & refer them to Agencies providing necessary service/s - PNP - City Hospital - Hall of Justice 3.Schedules activities for - follow-up intervention Attends/cooperat es in the various CLIENT STEPS AGENCY ACTIONS FEES TO BE PAID PROCESSING TIME Social welfare Associated welfare Associated welfare Tourise Activities for - follow-up intervention None AGENCY ACTIONS FEES TO PROCESSING TIME Social welfare Officer II None 30 – 45 minutes Social welfare Officer II None Attends/cooperat es in the various Activities session: - Court hearing None 2 Social Welfare	-	•	der RA 7610			
CLIENT STEPS AGENCY ACTIONS BE PAID TIME 1.Conducts intake Interview & initial counseling 2.Assists client & refer them to Agencies providing necessary service/s - PNP - City Hospital - Hall of Justice 3.Schedules activities for - follow-up intervention Attends/cooperat es in the various 1.Conducts intake 30minutes RESPONSIBL 30minutes None 45minutes Police blotte Medico Legal Other Legal documents Atouries None 30 – 45 minutes Social welfar 3.Social welfar officer II None 2 Social Welfar	CHECKLIS	ST OF REQUIREMENTS		WHERE TO SECU	JRE	
CLIENT STEPS AGENCY ACTIONS BE PAID TIME 1.Conducts intake Interview & initial counseling 2.Assists client & refer them to Agencies providing necessary service/s - PNP - City Hospital - Hall of Justice 3.Schedules activities for - follow-up intervention Attends/cooperat es in the various 1.Conducts intake 30minutes RESPONSIBL 30minutes None 45minutes Police blotte Medico Legal Other Legal documents Atouries None 30 – 45 minutes Social welfar 3.Social welfar officer II None 2 Social Welfar						
1.Conducts intake Interview & initial counseling 2.Assists client & refer them to Agencies providing necessary service/s - PNP - City Hospital - Hall of Justice 3.Schedules activities for - follow-up intervention Attends/cooperat es in the various 1.Conducts intake 30minutes - Social welfare	CLIENT STEDS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
Interview & initial counseling 2. Assists client & refer them to	CLILINI SILFS	AGENCI ACTIONS	BE PAID	TIME	RESPONSIBLE	
2.Assists client & refer them to Agencies providing necessary service/s - PNP - City Hospital - Hall of Justice 3.Schedules activities for - follow-up intervention Police blotte Medico Legal Other Legal documents Social welfar officer II Attends/cooperat es in the various Attends/cooperat es in the various None 2 Social Welfar		1.Conducts intake		30minutes -	Social welfare	
Agencies providing necessary service/s		Interview & initial counseling	None	45minutes	officer II	
service/s - PNP - City Hospital - Hall of Justice 3.Schedules activities for - follow-up intervention Policy Hospital - Mone 3.Schedules activities for - follow-up intervention Attends/cooperat es in the various None Case to case basis Other Legal documents None Social welfar officer II minutes None 2 Social Welfar		2.Assists client & refer them to			Police blotter	
- PNP - City Hospital - Hall of Justice 3.Schedules activities for - follow-up intervention Attends/cooperat es in the various - PNP - City Hospital - Hall of Justice Social welfar - Social welfar - Mone 30 – 45 - minutes Attends/cooperat - Court hearing None 2 Social Welfar		Agencies providing necessary			Medico Legal	
- City Hospital - Hall of Justice 3.Schedules activities for - follow-up intervention Attends/cooperat es in the various - Court hearing - City Hospital - Hall of Justice Social welfar - Social welfar - Mone 30 – 45 - minutes Attends/cooperat - Court hearing None 2 Social Welfar	service/s		None	Case to case	Other Legal	
- Hall of Justice 3. Schedules activities for - follow-up intervention None 30 – 45 minutes Attends/cooperat es in the various - Court hearing None 2 Social Welfar	- PNP			basis	documents	
- Hall of Justice 3. Schedules activities for - follow-up intervention None 30 – 45 minutes Attends/cooperat es in the various - Court hearing None 2 Social Welfar		- City Hospital				
- follow-up intervention None 30 – 45 officer II minutes Attends/cooperat es in the various - Court hearing None 2 Social Welfar						
Attends/cooperat 4.Facilitates session: es in the various - Court hearing None 2 Social Welfar		3.Schedules activities for			Social welfare	
Attends/cooperat es in the various - Court hearing None 2 Social Welfar		- follow-up intervention	None	30 – 45	officer II	
es in the various - Court hearing None 2 Social Welfar		•		minutes		
es in the various - Court hearing None 2 Social Welfar	Attends/cooperat	4.Facilitates session:				
	· ·	- Court hearing	None	2	Social Welfare	
1 1 7 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	follow-up	-		hours/hearing	Officer II	
activities - counseling 1 hour /	•	- counseling		_		
session		<u> </u>		-		
Total None 4 hours 30 minutes		Total	None		tes	
End of transaction				1 1300110 00 111110		



Management for Legal Adoption for Minors

Office or Division:	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE				
Classification:	Management of Child Ab	ouse Cases			
Type of Transaction:	G2C				
Who may Avail:	Children victims of abuse	e under RA 7610			
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE			
Notarized petition for add	ption with CANA	LCR/PSA			
Home study report and ch	nild study report or	CSWDO			
social case study report (v	vhichever is applicable,				
prepared within six (6) mo	onths based on the date				
of report					
PSA copies of birth record	of the PAP/S and the	LCR/PSA			
child					
PSA copies of mirage cert	-	LCR/PSA			
of no marriage in SFCPA for	•				
termination of marriage,					
papers with copy of court					
of finality by their consula					
annulment decree with co	•				
declaration of nullity, or le	= :				
documents for Filipino ap	•				
National Bureau of Invest	• • •	NBI			
Clearance or Court Cleara	•				
clearance from police aut					
has lived for more than tv	` '				
anytime in the past fifteer					
PSA copy of the death cer		LCR/PSA			
biological parents, if appli		CUENT (ARRUGATION			
Written consent from the	•	CLIENT /APPLICATION			
() Biological parent(S) exe	•				
parental authority over th					
non-marital child, only the	e written consent of the				
mother is required. () Child (ADOPTEE), if ten	(10) years of ago ar				
	(10) years or age or				
over. () Marital and adopted ch	nildren of DAD/S tan (10)				
years of age or over	maren or rAr/3, ten (10)				
() Non-Marital child/ren,	ten years of age or over				
of whom PAP/S is living w					
exercises parental author					
() The spouse, if any, of t					
() The spouse, it ally, of t	ine adoptee.				



Result of the recent med child and the PAP/S prep	ared within six (6)	CLIENT //	APPLICATION		
months prior to applicati					
1 '	of the child, for children	CLIENT //	APPLICATION		
five (5) years old and abo	• •				
(2) years based on the da	of the child, for children	CLIENT /	A DDL ICATION		
five (5) years old and abo	CLIENT //	APPLICATION			
(2) years based on the da					
Child care plan with a list	CLIENT //	APPLICATION			
temporary custodians of	• • •	CLILITY	ti i Elektrioit		
	ath, absence or incapacity	,			
of the PAP/S	, ,				
	Letters attesting to the character and general				
reputation of the PAP/S	from the least three (3)				
non-related character re	ferences, of one				
preferably from an empl	oyer or supervisor				
dealing. Contact details of					
indicated in the letter					
Recent 5R (127x178 milli	·	CLIENT //	CLIENT /APPLICATION		
whole-body pictures of t					
taken within the last six		515	DID		
Document showing the f PAP/S.	inancial capacity of the	BIR	BIR		
Attendance at pre-adopt	ion training or in	DSWDO FO VI			
applicable cases, underta	aking to complete pre-				
adoption training prior to	o the issuance of				
adoption order.					
Verification and certifica	tion against non-forum	DSWDO	FO VI		
shopping		FFF6 7-0	DDO OF COLL !		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Filing of application	Conducts intake	DE I AID	2 hours	Social Welfare Officer II	
form and providing	interview and initial	None			
information for home	counseling				
study report					
			Social Welfare Officer II		
	visitation		2 hours		
		None			
	Submits reports to		Case to	Social Welfare Officer II	
	DSWD F.O. 6	None	Case Basis		



2.Attends post legal	Conducts post legal		2 hours/	Social Welfare Officer II		
adoption counseling	adoption counseling	None	session			
Total None 6 hours						
End of transaction						



Securing of Papers for Minors Travelling Abroad

Office or Division:	CITY SOCIAL WELFARE	& DEVELOPI	MENT OFFICE			
Classification:	Securing of Papers for	Minors Trav	elling Abroad			
Type of Transaction:	G2C					
Who may Avail:	Individual/Family requesting to bring minors in travelling abroad.					
CHECKLIST OF RI	F REQUIREMENTS WHERE TO SECURE					
Application form	LCR/PSA					
Birth certificate	irth certificate CSWDO					
Notarized parent consent	Notary public					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.Fills up application form	Conducts intake interview with orient documents needed	None	None	Social Welfare Officer II		
	Submits documents			Social Welfare Officer II		
	to DSWD F.O. 6 None None					
Total None						
End of transaction						



Management of Street Children

Office or Division:	CITY SOCIAL WELFARE & D	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE				
Classification:	Management of Street Chi	Management of Street Children				
Type of Transaction:						
Who may Avail:	Individuals referring at Risl	Individuals referring at Risk child/minors in the street.				
CHECKLIST O	CHECKLIST OF REQUIREMENTS WHERE TO SECURE					
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
1.Presentation of the	Do intake Interview			Social Welfare		
street child to social		none	30min.	Officer I		
workers				Social Welfare Aide		
	Contact families of street	none		Social Welfare		
	children & turn over the		1 Hour	Officer I		
	latter			Social Welfare Aide		
	Conduct program	none		Social Welfare		
	intervention to street		1 Hour	Officer I		
	children			Social Welfare Aide		
	Total	None	2 hours 30 min	nutes		
End of transaction						



Management of Children in Conflict with the Law

Office or Division:	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE				
Classification:	Management of Childr	en in co	nflict with t	he Law	
Type of Transaction:					
Who may Avail:	Family/PNP Personnel	referrin	g JICL		
CHECKLIST OF REC	QUIREMENTS		W	HERE TO SECURI	E
CLIENT STEPS	AGENCY ACTION	ONS FEES TO PROCESSING PERS BE PAID TIME RESPON			
1.Turn-	Conducts intake inter	view	none		Social Welfare
over/Presentation of	and initial counseling				Officer I
child/case to person/s in				1 hour	
charge (once turned over					
by the PNP)					
	Advises minor to stay		none		Social Welfare
	temporarily at the Guidance				Officer I
	Center for Minors for			I hour	
	counseling and other	social			
	welfare intervention				
	Attends diversion		none		Social Welfare Officer I
	conference in the bar	angay		1 hour	Officer i
	or court				C. d. DAV. IC.
	Prepares Case Manag		none		Social Welfare Officer I
	Report & Plan to retu	rn		1 hour	Officer
	CICL to his/her				
2 Integration to family/	family/community		none		Social Welfare
2.Integration to family/ community	Conducts follow-up activities in the comm	ounity.	none	1 – 2 hrs.	Officer I
Community	activities in the collin	Total	None	6 hours	Cc. 1
	End of	transact		U HOUIS	



Management of Minors who violated "Curfew Ordinance for Minors of 2008"

Office or Division:	CITY SOCIAL WELFARE &	DEVELOPM	ENT OFFICE				
Classification:							
Type of Transaction:							
Who may Avail:	Minors taken for custod	ial care					
CHECKLIST O	F REQUIREMENTS		WHERE TO	SECURE			
CLIENT STEPS	AGENCY ACTIONS	ICY ACTIONS FEES TO PROCESSING PERS BE PAID TIME RESPON					
1.Turn-over of minor/s from PNP Roving Team in charge	Conducts intake interview & initial counseling	none	1 Hour	Social Welfare Officer II Job Order			
	Contact parents/guardian for turn over	none	2 Hours	Social Welfare Officer II Job Order			
	Minor to stay temporarily at the curfew Center for counseling	none	none	Social Welfare Officer II Job Order			
	Counseling, referral & implementation of community service activity if repeat offenders	None	Not more than 24 hours	Social Welfare Officer II Job Order			
	Conduct follow-up activities in the community	none	none	Social Welfare Officer II Job Order			
	Total None 27 hours						
End of transaction							



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Management of Women in Especially Difficult Circumstance

Office or Division:		CITY SOCIAL WELFARE & DEVELOPMENT OFFICE				
Classification:		Management of Wom	en in Especia	ally Difficult Circu	umstance	
Type of Transaction	on:					
Who may Avail:		Disadvantaged Wome	n			
CHECKLIST	OF RE	QUIREMENTS	WHERE TO SECURE			
CLIENT STEPS AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.Report case to CSWD staff and	Do data gathering and initial counseling		none		Social Welfare Officer II	
present self for interview	Courseinig			1 Hour		
	Offers victim to temporarily stay at the center specially (if perpetrator is a family member) for safe keeping		none	none	Social Welfare Officer II	
	Conducts counseling and referral		none	1 hour – 2 hours	Social Welfare Officer II	
	Makes referral for medical and legal assistance		None	30 min.	Social Welfare Officer II	
2.Attends center	Conducts practical		none	Case to case	Social Welfare Officer II	
activities	Skills Dep't. Activities			basis		
Total None 3 hrs 30 mins.						
End of transaction						



Issuance of Solo Parent ID

Office or Division:		CITY SOCIAL WELFAR	E & DEVELOP	MENT OFFICE			
Classification:		Issuance of Solo Pare	nt ID				
Type of Transaction:		G2C					
Who may Avail:		Solo parents					
CHECKLIST O	F RE	QUIREMENTS		WHERE TO	SECURE		
Two pieces 1x1 ID pic	cture	of the applicant					
Birth certificate of ch	ildre	n below eighteen	LCR				
years old (photocopy	')						
Court decision if the	child	is legally adopted	LCR				
Barangay certificate	of the	e applicant	Court				
Income tax return (pl		• • •	Barangay				
Death certificate of s	pous	e (photocopy)	BIR				
Duly accomplish appl	accomplish application form			LCR			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.Submits accomplished application form with attached documents	ass coll	erviews and makes essment of applicants ect pertinent cuments	None	15-30 minutes	Social Welfare Officer I Job Order		
	Prepares ID for signature of CSWDO and City Mayo		None	Maximum of 3 days	Social Welfare Officer I Job Order		
		nducts home visitation repares case study	none	1 hour	Social Welfare Officer I Job Order		
2.Attend orientation claims solo parent ID card	app	nducts orientation to dicants Jance of solo parent ID		5-7 days	Social Welfare Officer I Job Order		
Total None 3 days 3.5 hours							
End of transaction							



Issuance of Certificate of Pre-Marriage Counseling (PMC)

Office or Division:	CITY SOCIAL WELFARE	& DEVELOPI	MENT OFFICE		
Classification:	Issuance of Certificate	of Pre-Marri	iage Counseling	(PMC)	
Type of Transaction:					
Who may Avail:	Couple who are applyi	ng for PMC f	or marriage lice	nse	
CHECKLIST OF REQUIREMENTS WHERE TO SECURE					
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING DE			
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	PERSON RESPONSIBLE	
1.Applies at CHO	Conduct of PMC	nono	1 hour - 1½	Social Welfare Officer II	
		none	hrs.		
2.Secures PMC	none	nana	20 minutes	Social Welfare Officer II	
certificate from the CHO	none 20 minutes				
Total None 1 hour 50 minutes					
End of transaction					



Issuance of Senior Citizens ID and Booklet

Services for Senior Citizens

Office or Division:	Office or Division: CITY SOCIAL WELFARE & DEVELOPMENT OFFICE					
Classification:	Simple					
Type of Transaction:	G2C					
Who may Avail:	Senior Citizens (above	e 60 years old	d)			
CHECKLIST OF I	HECKLIST OF REQUIREMENTS WHERE TO SECURE					
Senior citizen OSCA ID		Senior Citize	ens Affairs Office	е		
2x2 ID picture	Applicant					
Duly accomplished application form Senior Citizen Affairs Office						
CLIENT STEPS	AGENCY ACTIONS	AGENCY ACTIONS FEES TO PROCESSING PERSON RES				
1.Submits accomplished application form with required documents.	Prepare printed ID's and booklets for signature of CSWD officer and City Mayor	none	15 minutes	Job Order Administrative Officer III Social Welfare Officer II Job Order		
2.Pick up ID's & booklets at senior Citizen's Office	Releases of Senior Citizen's ID and Booklets duly signed by the owner	s none	Maximum of 2 days			
	Total None 2 days 15 minutes					
End of transaction						



Birthday Cash Gift for Senior Citizens

Office or Division:	CITY SOCIAL WELFAR	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE					
Classification:	Simple	Simple					
Type of Transaction:	ype of Transaction: G2C						
Who may Avail:	All Senior Citizens (al	All Senior Citizens (above 61 years old)					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE				
Senior citizen OSCA ID		Ser	Senior Citizens Affairs Office				
Vaccination Card	Vaccination Card			Client			
Duly accomplished application form							
CLIENT STEPS	AGENCY ACTIONS		FEES TO	PROCESSING	PERSON		
	AGLINET ACTIONS	BE PAID	TIME	RESPONSIBLE			
1.Senior Citizen	Evaluate the document				OSCA Office in-charge		
submits needed			none	10 minutes			
documents	presented						
	Prepares & process vouch	ner			CSWD Office		
	for birthday cash gift upon received application		none	2-3 days	Social Welfare Aide		
					and Staff		
2.Claims birthday	Guide and assist/senior				Social Welfare Aide		
cash gift at city	citizens/claimant where to	О	None	1 day	Job Order		
treasurer's office	claim their voucher						
	То	tal	None	4 days 20 mi	nutes		

End of transaction



Burial Assistance for Senior Citizen

T T						
Office or Division:	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE					
Classification:	Highly technical					
Type of Transaction:	G2C					
Who may Avail:	Couple/Family requesting to adopt a child					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
Death certificate/OSCA ID/Certificate of		Senior Citizens Affairs Office				
Residency						
Duly accomplished applica	Duly accomplished application form					
CLIENT CTERS	4.051101/ 4.0710110		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	•	BE PAID	TIME	RESPONSIBLE	
1.Nearest kin submit	Interview nearest ki	n			OSCA Office in-charge	
needed documents	and check submitted documents		none	15 minutes		
	Prepares & process				CSWD Office	
	voucher for burial		nono	2.2 days	Youth Development	
	assistance	none		2-3 days	Assistant	
					Job Order	
2.Claims burial	Assist claimant to CT	ГО			СТО	
assistance at City			None	5 minutes	Staff	
Treasurers Office						
	То	tal	None	4 days 15		

End of transaction

minutes



Issuance of PWD IDs & Booklets

Services for Persons with Disabilities (PWD)

Office or Division:	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE						
Classification:	Simple						
Type of Transaction:	G2C						
Who may Avail:	Needy Person with Disability						
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE					
Medical Certificate for una	apparent disability	СНО					
Residence Certificate from	n Barangay	Barangay					
Duly accomplished applica	PDAO						
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE			
1.Present Accomplished application form to CHO Doctor for medical certificate	Assessment of applicants by CHO, Diagnosed type of disability	none	30 minutes	City Health Officer			
2.Pick up ID'S & booklets at PDAO	Issuance of PWD ID & booklet to client	none	Maximum of 2 days	PWD in-charge at PDAO Social Welfare Assistant Disability Affairs Assistant			
	Tota	l None	2 days 30 minutes				
End of transaction							



Burial Assistance for Person with Disability

Office or Division:		CITY SOCIAL WELFARE & DEVELOPMENT OFFICE					
Classification:		Simple					
Type of Transaction	ansaction: G2C						
Who may Avail:		Family of Deceased Person with Disability					
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE					
Certified true copy	of dec	eased PWD	PD	AO			
Identification card of deceased PWD			PD	AO			
Identification card	Identification card of claimant			PDAO			
Barangay Death Certificate (Notarized)			Barangay				
Duly accomplished application form							
CLIENT STEPS		AGENCY ACTIONS		FEES TO	PROCESSING	PERSON	
CLILINI SILFS				BE PAID	TIME	RESPONSIBLE	
1.Nearest kin	Revie	ews needed documents				Social Welfare	
submit needed				none	15 minutes	Assistant	
documents						Job Order	
	Prepa	Prepares and process voucher		None	2-3 days	Social Welfare Aide	
	for burial assistance of claimants						
2.Claims Burial	Guide	es claimants where to n the assistance		none	1 day	CSWDO	
Assistance at CTO	claim			HOHE	1 uay		
	Total None 4 days 15 minutes					es	
End of transaction							



Assistance to individuals in Crisis Situation

Relief Assistance

Office or Division:		CITY SOCIAL WELFARE	& DEVELOPI	MENT OFFICE			
Classification: Assistance to individu			als in Crisis Situation				
Type of Transaction:							
Who may Avail: Indigent individual in a			crisis situation				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE					
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE		
1.Presents case to CSWD Office/Personnel	Interviews and do assessment of applicant and gives instructions on needed documents; barangay certification, certificate of eligibility		NONE	1 Hour	Social Welfare Officer IV Social Welfare Officer II Social Welfare Officer I Job Order		
2.Submits required documents	If applicant is qualified, prepares Case Study Report and financial documents for AICS		none	3 days	Social Welfare Officer IV Social Welfare Officer II Social Welfare Officer I Job Order		
	Endorsed case finding to CMO for approval and endorsement to SP for resolution		none	1 -2 weeks	Social Welfare Officer IV Social Welfare Officer II Social Welfare Officer I Job Order		
		ares and process DV inancial assistance	none	2 -3 days	Social Welfare Aide		
3.Claims Financial assistance to CTO	Guide claimant where to claim his/her financial assistance		none	15 – 45 minutes	CSWDO Staff		
	Total	None	20 days 1 hr	. 45 minutes			
End of transaction							