



CITY GOVERNMENT OF PASIG CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

CITIZEN'S CHARTER 2021

NAME OF THE SERVICE:

SECURING SOCIAL CASE STUDY REPORT

DESCRIPTION OF THE SERVICE:

The City Social Welfare and Development Office provide Social Case Study Report to the beneficiary to avail assistance from government hospitals, institutions and non-government organizations. CSWDO provides such reports to its citizens to validate the legitimacy of the need for basic social services.

Office or Division:	City Social Welfare and Development Office (CSWDO)
Classification:	Simple
Type of transaction:	G2C – Government to Citizens
Who may avail:	Bonafide residents of Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1.) Bring original and photocopy of the following documents: a) Medical related assistance: <ul style="list-style-type: none"> • Letter of request from the donor/sponsor • Medical Certificate or Clinical Abstract • Barangay Indigency • If presently confined: <ul style="list-style-type: none"> - Partial hospital bill - Laboratory request or Doctor's prescription b) Education related assistance: <ul style="list-style-type: none"> • Transcript of records • Barangay Certificate • BIR Certificate of Non-filing of Income Tax Return c) Burial Assistance: <ul style="list-style-type: none"> • Death certificate (certified true copy) • Funeral Parlor Contract • Barangay Indigency 	HOSPITAL OFFICE OF THE BARANGAY ADMITTING HOSPITAL REQUESTING PARTY'S OF SCHOOL OFFICE OF THE BARANGAY Bureau of Internal Revenue (BIR) LOCAL CIVIL REGISTRY FUNERAL SERVICES OFFICE OF THE BARANGAY			
CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present Requirements	<ul style="list-style-type: none"> • Check completeness of requirements. 	No fees	2 minutes	Cecilia Santurcas/Esmeralda Mendoza
2. Secure and fill-up General Intake Sheet(GIS)	<ul style="list-style-type: none"> • Provide General Intake Sheet. 	No fees	3 minutes	
3. Submit accomplished GIS and requirements	<ul style="list-style-type: none"> • Receive accomplished intake sheet and check veracity of requirements. 	No fees	2 minutes	
4. Sign to incoming logbook	<ul style="list-style-type: none"> • Record transaction in the logbook and have the client sign the logbook. 	No fees	1 minute	
5. Participate in the interview	<ul style="list-style-type: none"> • Interview client and prepare Social Case Study Report 	No fees	30 minutes	Honey Mae Miranda
	<ul style="list-style-type: none"> • Forward Social Case Study Report to Department Head/ Officer-in-Charge for signature 			Cecilia Santurcas
	<ul style="list-style-type: none"> • Approve and sign Social Case Study Report 			Department Head/Officer-in-Charge
6. Claim and sign to releasing logbook	<ul style="list-style-type: none"> • Issue Social Case Study Report to client and record 	No fees	1 minute	Eldin Sabuco

NAME OF THE SERVICE:

SECURING SOCIAL CASE STUDY REPORT TO AVAILING OF WHEEL CHAIR/CANE/CRUTCHES/DIAPER AND OTHER MEDICAL NEEDS

DESCRIPTION OF THE SERVICE:

The City Social Welfare and Development Office issues social case study report to indigent persons with disabilities as a requirement of the Hospice in availing wheel chair/cane/crutches and other medical supply.

Office or Division:	City Social Welfare and Development Office (CSWDO)
Classification:	Complex
Type of transaction:	G2C – Government to Citizens
Who may avail:	Indigent persons with disabilities/ family members of the person with disabilities residing in Pasig City.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bring original and photocopy of the following documents: <ol style="list-style-type: none"> 1. Letter of request addressed to the Mayor 2. Whole body picture of the person with disability 3. Endorsement from the Hospice 4. Voter's ID or Voter's Certification 5. Sketch of home address and contact number 6. Barangay Certificate of Residency and Cert of Indigency 	Requesting Party's concerned HOSPICE COMELEC Requesting Party's concerned OFFICE OF THE BARANGAY

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	<ul style="list-style-type: none"> • Check completeness of requirements 	No fees	2 minutes	Social Service Clerk Cecilia Santurcas/Esmeralda Mendoza
2. Secure and fill-up General Intake Sheet(GIS)	<ul style="list-style-type: none"> • Provide General Intake Sheet 	No fees	3 minutes	
3. Submit accomplished GIS and requirements	<ul style="list-style-type: none"> • Receive accomplished GIS and check veracity of requirements 	No fees	2 minutes	
4. Sign in the incoming logbook	<ul style="list-style-type: none"> • Record transaction in the logbook and have 	No fees	1 Minute	

	the client sign the logbook			
5. Participate in the interview		No fees	30 minutes	Registered Social Worker and Social Service Clerk Mary Grace Mongcupa/Cecilia Santurcas
	<ul style="list-style-type: none"> Conduct interview and Prepare Social Case Study Report Forward Social Case Study Report to Social Service Clerk 	No fees		
	<ul style="list-style-type: none"> Forward Social Case Study Report to Department Head/ Officer-in-Charge for signature 	No fees		Department Head of Office / Officer-In-Charge
6. Claim Social Case Study Report	<ul style="list-style-type: none"> Issue Social Case Study Report Record transaction in the logbook 	No fees	1 minute	Eldin sabuco

NAME OF THE SERVICE:**SECURING LETTER OF REFERRAL FOR TRANSPORTATION ASSISTANCE****DESCRIPTION OF THE SERVICE:**

The City Social Welfare and Development Office issues Letter of Referral to vouch the client's need transportation assistance ("Balik-Probinsya") in DSWD.

Office or Division:	City Social Welfare and Development Office (CSWDO)
Classification:	Simple
Type of transaction:	G2C – Government to Citizens
Who may avail:	Individual / Families residing in Pasig City.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bring original and photocopy of the following documents: <ul style="list-style-type: none"> • Barangay Endorsement/Barangay Indigency/Barangay Blotter • Police Blotter • Valid I.D 	OFFICE OF THE BARANGAY PNP Government agency/Brgy./Police

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	<ul style="list-style-type: none"> • Check completeness of requirements 	No fees	1 minute	Cecilia Santurcas/Esmeralda Mendoza
2. Secure and fill-up General Intake Sheet (GIS)	<ul style="list-style-type: none"> • Provide General Intake Sheet 	No fees	3 minutes	
3. Submit accomplished GIS and Requirements	<ul style="list-style-type: none"> • Receive accomplished intake sheet and check veracity of requirements 	No fees	1 minute	
4. Sign the logbook	<ul style="list-style-type: none"> • Record transaction in the logbook and have the client sign the logbook 	No fees	1 minute	
5. Participate in the interview	<ul style="list-style-type: none"> • Interview client/File intake sheet • Prepare letter of referral (2 copies!) 	No fees	30 minutes	Registered Social Worker Mary Grace Mongcupa

	<p>indicating where to ask for assistance.</p> <ul style="list-style-type: none"> Forward letter of referral to CSWD Department Head or Officer-in-Charge for signature 	No fees		Cecilia Santurcas
	<ul style="list-style-type: none"> Forward Social Case Study Report to Department Head/ Officer-in-Charge for signature 	No fees		Department Head of Office / Officer-In-Charge
6. Claim referral letter	<ul style="list-style-type: none"> Issue letter of approval File duplicate copy of letter of referral 	No fees	1 minute	Eldin Sabuco

NAME OF THE SERVICE:**SECURING CERTIFICATE OF INDIGENCY****DESCRIPTION OF THE SERVICE:**

The City Social Welfare and Development Office issues Certificate of Indigency to individuals or families who are in extremely difficult situations and have inadequate resources. The certificate is required by different agencies such as, but not limited to the following:

- Public Attorney’s Office (PAO): To avail of free legal assistance
- Local Civil Registry(LCR) : To avail free charge for change of name

Office or Division:	City Social Welfare and Development Office (CSWDO)
Classification:	Simple
Type of transaction:	G2C – Government to Citizens
Who may avail:	Individual / families residing in Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bring original and photocopy of the following documents: <ul style="list-style-type: none"> • Barangay Certificate of Indigency • Certificate of No Property (notarized) • Certificate of No Business 	OFFICE OF THE BARANGAY CITY ASSESSORS OFFICE BUSINESS PERMIT AND LICENSE OFFICE

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	<ul style="list-style-type: none"> • Check completeness of requirements. 	No fees	1 minute	Esmeralda Mendoza
2. Secure and fill-up General Intake Sheet (GIS)	<ul style="list-style-type: none"> • Provide General Intake Sheet. 	No fees	3 minutes	
3. Submit accomplished GIS and requirements	<ul style="list-style-type: none"> • Receive accomplished intake sheet and check veracity of requirements. 	No fees	1 minute	
4. Sign the logbook	<ul style="list-style-type: none"> • Record transaction in the logbook and have the client sign the logbook. 	No fees	1 minute	

5. Participate in the Interview	<ul style="list-style-type: none"> • Interview and assess the socio-economic condition of client • Prepare Certificate of Indigency 2 (copies) 	No fees	30 minutes	Registered Social Worker Evangeline Mallari
	<ul style="list-style-type: none"> • Forward Certificate of Indigency to Department Head/Officer-in-Charge for approvals/signature 	No fees		Social Service Clerk Cecilia Santurcas
	<ul style="list-style-type: none"> • Approve and sign Certificate of Indigency 	No fees		Department Head of Office / Officer-In-Charge
6. Claim certificate of Indigency	<ul style="list-style-type: none"> • Issue Certificate of Indigency • File duplicate copy of Certificate of Indigency 	No fees	1 minute	Cecilia Santurcas/Esmeralda Mendoza

NAME OF THE SERVICE:

**SECURING ASSESSMENT REPORT FOR EMPLOYEES ASSISTANCE FOR CITY ORDINANCE NO. 34
SERIES OF 1996**

DESCRIPTION OF THE SERVICE:

The City Social Welfare and Development Office issues assessment report to avail medical/burial assistance in accordance to ordinance No. 34 series of 1996 entitled “extending financial assistance for medical and/or burial expenses of City Employees who are victims of illness and/or accidents and for other purposes.”

Office or Division:	City Social Welfare and Development Office (CSWDO)
Classification:	Simple
Type of transaction:	G2C – Government to Citizens
Who may avail:	Individual / families residing in Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bring original and photocopy of the following documents: <ul style="list-style-type: none"> • Barangay Certificate of Indigency • Medical Certificate/Abstract and Hospital bill, Laboratory request/ Special Procedures or Doctor’s prescription with quotation • Certificate of employment and Service Record • City Health Office Certification • Certification from BAO 	OFFICE OF THE BARANGAY ADMITTING HOSPITAL CITY HUMAN RESOURCE DEVT OFFICE CITY HEALTH OFFICE BARANGAY AFFAIRS OFFICE

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	<ul style="list-style-type: none"> • Check completeness of requirements 	No fees	3 minutes	Esmeralda Mendoza
2. Secure and fill-up General Intake Sheet (GIS)	<ul style="list-style-type: none"> • Provide General Intake Sheet 	No fees	1 minute	
3. Submit accomplished GIS and requirements	<ul style="list-style-type: none"> • Receive accomplished intake sheet and check veracity of requirements 	No fees	1 minute	

4. Sign the logbook	<ul style="list-style-type: none"> Record transaction in the logbook and have the client sign the logbook 	No fees	30 minutes	
5. Participate in the interview	<ul style="list-style-type: none"> Interview and assess the socio-economic condition of client Prepare certification 2 (copies) 	No fees		Registered Social Worker Krizzelle Ann Macaraeg
6. Note schedule of release of the certificate	<ul style="list-style-type: none"> Forward certification to Department Head/Officer-in-Charge for approvals/signature 	No fees		Cecilia Santurcas
	<ul style="list-style-type: none"> Approve and sign certification 	No fees		Department Head of Office / Officer-In-Charge
7. Claim certification	<ul style="list-style-type: none"> Issue Certification File duplicate copy of certification 	No fees		Esmeralda Mendoza/Cecilia Santurcas

NAME OF THE SERVICE:

SECURING CERTIFICATE OF PRE-MARRIAGE COUNSELING / ATTENDANCE

DESCRIPTION OF THE SERVICE:

Under Family Code Article 16, the attendance in a Pre-Marriage Counselling to couples to be married as a requirement in securing marriage license.

Office or Division:	City Social Welfare and Development Office (CSWDO)
Classification:	Simple
Type of transaction:	G2C – Government to Citizens
Who may avail:	Couples applying for marriage license (18 years old and above)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Barangay Certificate / Residence 	OFFICE OF THE BARANGAY

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-up application for marriage counselling	<ul style="list-style-type: none"> Provide application form 	No fees	1 minute	Esmeralda Mendoza/Cecilia Santurcas
2. Submit accomplished application form and requirement	<ul style="list-style-type: none"> Receive accomplished intake sheet and check veracity of requirement 	No fees	1 minute	
3. Note of Schedule of counselling	<ul style="list-style-type: none"> Inform schedule of counselling (every /Thursday, 8:00am to 12:nn) 	No fees	1 minute Once a week every Wednesday	
4. Attend Pre-Marriage Counselling Seminar a. Register b. Secure and fill-up inventory of marriage questionnaires	<ul style="list-style-type: none"> Conduct Pre-Marriage Counselling Seminar Registration of attendees Receive accomplished inventory of 	No fees	2 hours	Josefina T. Savinada Elsa Gano/Maricel Peralta

<p>c. Attend counselling sessions</p>	<p>marriage questionnaires</p> <ul style="list-style-type: none"> • Conduct counselling sessions • Prepare Certificate of Pre-Marriage Counselling 			<p>Josefina T. Savinada Maricel Peralta</p>
<p>5. Claim Certificate of Pre-Marriage Counselling</p>	<ul style="list-style-type: none"> • Issue Certificate of Pre-Marriage Counselling • Submit Attendance Sheet to Local Civil Registry Office • Record transaction in the logbook and have the LCRO Clerk sign the logbook 	<p>No fees</p>		<p>Elsa Gano</p>

NAME OF THE SERVICE:**SECURING CERTIFICATE OF BEING AFFECTED BY DISASTER****DESCRIPTION OF THE SERVICE:**

The City Social Welfare and Development Office provides a certification to clients to clarify their being victims of disaster so that they can avail social services assistance by government agencies and institutions.

Office or Division:	City Social Welfare and Development Office (CSWDO)
Classification:	Complex
Type of transaction:	G2C – Government to Citizen
Who may avail:	Individual/Families affected by disaster

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Barangay Certificate Fire Department Certificate (for fire victims) Disaster Relief Assistance Card 	OFFICE OF THE BARANGAY Request Party's concerned CSWDO

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Certificate from Fire Department	<ul style="list-style-type: none"> Validate certificate from masterlist of disaster victim/file. And brief interview on the purpose of certificate/requesting office/agency 	No fees	30 minutes	Marites Dayap
	<ul style="list-style-type: none"> Issue certificate as disaster victim upon validation. 	No fees		
	<ul style="list-style-type: none"> Approve/sign certificate Forward to Social Service Clerk 	No fees		Department Head of Office
2. Claim certificate and sign in the logbook	<ul style="list-style-type: none"> Issue the certificate to the client and have the client sign the logbook 	No fees		Marites Dayap

NAME OF THE SERVICE:

AVAILING CERTIFICATE OF FINANCIAL ASSESSMENT FOR PHILHEALTH (private hospital)

DESCRIPTION OF THE SERVICE:

The City Social Welfare Department Office assist the Philhealth Office in the implementation of the medical assistance to the indigent sectors of the community by which the CSWDO conducts assessment and recommendation if the client is eligible with such assistance.

Office or Division:	City Social Welfare and Development Office (CSWDO)
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	Indigent sector
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>The following pertinent documents must be submitted:</p> <p><i>A. For patients who are currently confine</i></p> <ul style="list-style-type: none"> • Proof of confinement or Phil health Eligibility Form • Barangay Indigency <p><i>B. For patients who are still for schedule of confinement/operation</i></p> <ul style="list-style-type: none"> • Doctor’s order or any proof of schedule of confinement/operation • Barangay Indigency <p><i>C. For nine(9) months pregnant woman and for possible normal delivery</i></p> <ul style="list-style-type: none"> • Proof of confinement 	<p>PHIL HEALTH PORTAL FROM THE ADMITTING HOSPITAL</p> <p>BARANGAY OFFICE</p> <p>HOSPITAL</p> <p>BARANGAY OFFICE</p> <p>HOSPITAL</p>

<p>or Phil health Eligibility Form(<i>if confined</i>)</p> <ul style="list-style-type: none"> • Ultrasound or any proof of target due date • Barangay Indigency <p><i>D. For nine(9) months pregnant woman and for Caesarian Section</i></p> <ul style="list-style-type: none"> • Proof of confinement or Phil health Eligibility Form(<i>if confined</i>) • Doctor's order or any proof of schedule of target due date of Caesarian Section • Barangay Indigency 	<p>HOSPITAL</p> <p>BARANGAY OFFICE</p> <p>HOSPITAL</p> <p>HOSPITAL</p> <p>BARANGAY OFFICE</p>
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CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	<ul style="list-style-type: none"> • Check completeness of requirements. 	No fees	2 minutes	Esmeralda Mendoza/Cecilia Santurcas
2. Secure and fill-up General Intake Sheet(GIS)	<ul style="list-style-type: none"> • Provide General Intake Sheet. 	No fees	3 minutes	
3. Submit accomplished GIS and requirements	<ul style="list-style-type: none"> • Receive accomplished intake sheet and check veracity of requirements. 	No fees	2 minutes	
4. Participate in the interview	<ul style="list-style-type: none"> • Interview and assess client 	No fees	30 minutes	Sheryl Tutor/Dept. Head
	<ul style="list-style-type: none"> • Prepare the certificate of assessment 	No fees		
	<ul style="list-style-type: none"> • Endorse Certificate of Financial assessment 	No fees		

	to the Department Head/Officer-in-Charge for signature and approval			
5. Issue certificate and sign the logbook	<ul style="list-style-type: none"> Record transaction 	No fees		Esmeralda Mendoza/Cecilia Santurcas

NAME OF THE SERVICE:

AVAILING INTENSIVE THERAPEUTIC COUNSELLING

DESCRIPTION OF THE SERVICE:

The City Social Welfare and Development Offices provides intensive therapeutic counselling to clients who are emotionally disturbed and need guidance in solving his/her own problem. The counselling sessions are usually given to clients who have problems, bothered emotionally, cannot decide, and therefore need a professional help.

Office or Division:	City Social Welfare and Development Office (CSWDO)
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	<ul style="list-style-type: none"> Abused women (battered syndrome) Solo parent (abandoned) Minors (early marriage, abused and delinquent) 18 years old and below Individual in social malfunctioning

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Endorsed and Referral Letter and Social Case Summary (If referred by other Social Service Agencies) Walk in client 	Request Party's concerned -

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-up General Intake Sheet (GIS)	<ul style="list-style-type: none"> Brief interview on the presenting problem Endorse General Intake Sheet (GIS) to social worker 	No fees	5 minutes	Melchora Denosta
Participate in the interview and verbalize the circumstances of the presenting problem. Sign and agree on the	<ul style="list-style-type: none"> Conduct in depth interview, identify and assess the presenting problem/s, and establish rapport with the client. Process therapeutic counselling Formulate treatment plan / helping process 	No fees	30 minutes to an hour	Sheryl Tutor Evangeline Mallari/Honey Mae Miranda/Krizelle Macaraeg/Grace Mongcupa/

<p>treatment plans. Participate in office recording of client and or with family member.</p>	<p>and time frame if necessary.</p> <ul style="list-style-type: none"> • Case documentation and file • Follow-up progress and case monitoring • Assess and identify for possible support program and services • Conduct home visit if necessary. 			
	<ul style="list-style-type: none"> • Proper case management and feed backing to Department Head/ Officer-in Charge • Case termination 	<p>No fees</p>		

NAME OF THE SERVICE:**SECURING PARENTAL CAPABILITY ASSESSMENT REPORT****DESCRIPTION OF THE SERVICE:**

The City Social Welfare and Development Office issues Parental Capability Assessment Report to parents/Guardians claiming their children from the custody of the DSWD and non-government institutions. This will be used by the parents / guardians as basis for the release of minor children from the custody of the institutions. For assessment for adoption purposes.

Office or Division:	City Social Welfare and Development Office (CSWDO)
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	Parents / guardians whose child / children were under custody of any DSWD institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bring original and photocopy of the following documents: <ul style="list-style-type: none"> • Endorsement or letter of request Institution/City or Municipal/Court Order • Barangay Clearance/Indigency • Birth Certificate of the child/children 	Request Party's concerned Agency/Institution or other Municipalities/Cities OFFICE OF THE BARANGAY PSA

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirement/Endorsement letter Secure and fill-up and submit General Intake Sheet (GIS)	<ul style="list-style-type: none"> • Record documents to incoming logbook • Endorse General Intake Sheet (GIS) and other requirements to Social Worker 	No fees	1 minute	Melchora Denosta Evangeline Malari/Honey Mae Miranda, Department Head of Office

2. Submit self for interview		No fees	30 minutes	
	<ul style="list-style-type: none"> • Conduct in depth interview and assessment of parental capability of parents and family 	No fees		
3. Note schedule of home visit /coordination with the Barangay if necessary	<ul style="list-style-type: none"> • Perform home visit as scheduled and assess the family, housing and environmental condition • Interview other family members and collateral interview to the community if necessary • Perform parental assessment using the informations gathered and using the assessment tool • And conduct case conference if necessary. • Prepare parental 	No fees	2 hours	
			1 hour	

	assessment report			
	<ul style="list-style-type: none"> • Case presentation, discussion and consultation • Approve and sign Parental Capability Assessment Report 	No fees	15 minutes	
4. Claim PCAR/sign logbook	<ul style="list-style-type: none"> • Release Parental Capability Assessment Report to client 	No fees		Cecilia Santurcas/Esmeralda Mendoza

NAME OF THE SERVICE:

SECURING OF SOLO PARENT IDENTIFICATION CARD

DESCRIPTION OF THE SERVICE:

The City Social Welfare and Development Office issues Certificate of Solo Parent to avail work-related privileges. The I.D for Solo Parent enables them to avail the different basic services of the government to support the needs of their family.

Solo parents under RA 8972 are those who are abandoned; unmarried; legally separated; annulled; widow; spouse of those detained in jail; spouse of those with mental and physical incapacity; single or married with adult foster child licensed in DSWD; adult serving as head of the family/bread winner; and women/minor victims of chastity.

Office or Division:	City Social Welfare and Development Office (CSWDO)
Classification:	Highly Technical
Type of transaction:	G2C – Government to Citizens
Who may avail:	Solo Parent

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bring original and photocopy of the following documents: <ul style="list-style-type: none">• Affidavit of being solo parent• Original Certificate of Employment with Compensation(if applicable)• Birth Certificates of Children• Barangay Certificate of Residency• Voter’s ID / Certification• Community Tax Certificate Additional Requirements: <ul style="list-style-type: none">• Court order (if marriage is annulled)• Death Certificate (if widowed)• Court Order and Certificate of Detention From Jail Warden (if spouse is detained In jail)	OFFICE OF THE BARANGAY PUBLIC ATTORNEY’S OFFICE HUMAN RRESOURCE OFFICE LOCAL CIVIL REGISTRY OFFICE OF THE BARANGAY COMELEC CITY TREASURY OFFICE SOLICITOR GENERAL LOCAL CIVIL REGISTRY CITY JAIL

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Present Requirements	<ul style="list-style-type: none"> • Check completeness of requirements 	No fees	2 minute	Marilyn Cruz
2. Secure and fill-up Solo Parent Application form	<ul style="list-style-type: none"> • Provide Solo Parents Application form 	No fees	5 minutes	
3. Submit accomplished General Intake Sheet (GIS) and requirements	<ul style="list-style-type: none"> • Receive accomplished intake sheet and check veracity of requirements 	No fees	2 minutes	
4. Sign the logbook	<ul style="list-style-type: none"> • Record transaction in the logbook and have the client sign the logbook 	No fees	1 minute	
5. Participate in the interview	<ul style="list-style-type: none"> • Interview client • File application 	No fees	2 minutes	Marilyn Cruz
6. Proceed to MIS office 3rd floor City Hall for picture taking	<ul style="list-style-type: none"> • Provide tickler as needed for the photo capture 	No fees		Marilyn Cruz / MIS Office Staff
7. Note Schedule of home visit	<ul style="list-style-type: none"> • Set schedule of home visit • File documents submitted 	No fees	1 minute	Marilyn Cruz
	<ul style="list-style-type: none"> • Perform home visit as scheduled 		1 hour	Milet Ancheta
	<ul style="list-style-type: none"> • Assess and prepare Social Investigation Report 	No fees	10 minutes	
	<ul style="list-style-type: none"> • Forward Certificate of Solo Parent to Department Head/Officer-in-Charge for signature 	No fees	1 minute	
	<ul style="list-style-type: none"> • Approve/Sign ID of Solo Parent 	No fees	1 minute	Milet P. Ancheta/Department Head of Office / Officer-In-Charge

	<ul style="list-style-type: none"> • Call/text or request volunteer in the area to inform client to claim I.D • File photocopy of Solo Parent ID 	No fees	3 minutes	Marilyn Cruz
8. Claim Solo parent I.D	<ul style="list-style-type: none"> • Issue Solo Parent I.D • Record transaction in the logbook and have the client sign the logbook 	No fees	1 minute	Marilyn Cruz

NAME OF THE SERVICE:

PETITION / APPLICATION OF A CERTIFICATION TO DECLARE A CHILD LEGALLY AVAILABLE FOR ADOPTION

DESCRIPTION OF THE SERVICE:

The City Social Welfare and Development Office provide the Comprehensive Child Study Report for issuance of Certifications that the child is legally available for adoption in pursuant to Republic Act No. 9523 “ An act requiring certification from the Department of Social Welfare and Development to declare child legally available for adoption”

Office or Division:	City Social Welfare and Development Office (CSWDO)
Classification:	Highly Technical
Type of transaction:	G2C – Government to Citizen
Who may avail:	<ul style="list-style-type: none">abandoned, neglected, dependent, voluntarily committed/surrendered children

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For abandoned, Neglected, Dependent: <ul style="list-style-type: none">Barangay and Police BlotterChild’s ProfileTri-Media Certification / Panawagan (Radio and Newspaper)Psychology assessment report (5 years old & above)2X2 Old and Latest picture of the child (2pcs)3R Old picture of the child (1pc)Whole body picture of the child (1pc)Cancellation of Birth Certificate of the childPetition of the AgencyImmunization Records / Baby Book	BARANGAY / PNP Requesting Party’s concerned Radio Station Requesting Party’s concerned Requesting Party’s concerned Requesting Party’s concerned Requesting Party’s concerned MSWDO Requesting Party’s concerned
For Prospective Adoptive Parents (PAP’s) <ul style="list-style-type: none">Valid I.Ds of both parentsApplication LetterNotarized Circumstances of the childCertificate of residencyAcknowledgement of children in legal age	Requesting Party’s concerned Requesting Party’s concerned Requesting Party’s concerned OFFICE OF THE BARANGAY Requesting Party’s concerned

<p>For Surrendered Child:</p> <ul style="list-style-type: none"> • Barangay and Police Blotter • Original Copy of Deed of Voluntary Commitment • Certificate of Authorization for Notarial Act • Psychological Assessment Report (5 years old) • 2x2 Old and Latest picture of the child (2pcs) • 3R Old picture of the child (1pc) • Whole body picture of the child (1pc) • Petition of the Agency • Immunization Records / Baby Book <p>For Biological Parents:</p> <ul style="list-style-type: none"> • Valid IDs of both parents <p>For Prospective Adoptive Parents:</p> <ul style="list-style-type: none"> • Valid IDs of both PAPs • Application Letter / Letter of intent to adopt • Certificate of residency • Certificate of Good Moral Character • Acknowledgement of children in legal age • Certificate of Employment / Income • Parental Capability Assessment Report (PCAR) 	<p>BARANGAY/PNP MSWDO</p> <p>Requesting Party's concerned Requesting Party's concerned</p> <p>Requesting Party's concerned</p> <p>Requesting Party's concerned</p> <p>Requesting Party's concerned MSWDO</p> <p>Requesting Party's concerned</p> <p>Requesting Party's concerned</p> <p>Requesting Party's concerned MSWDO</p> <p>Requesting Party's concerned</p>
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CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present notarized affidavit of circumstances of adoption	Check and validate completeness of requirements	No fees	30 minutes	Registered Social Workers
2. Secure and fill-up General Intake Sheet(GIS) and submit PAP;s existing documents				Krizzle Macaraeg/Evangeline Mallari
3. PAP's availability to	Assessment if the child is	No fees	30 minutes	

participate in the interview and initial assessment	qualified for adoption and the PAP's capacity to be a future parent			Josefina T. Savinada/Ma. Socorro Jalmasco
4. Agreed on the process of adoption	Brief orientation on the adoption process	No fees	30 minutes	
<p>5. A. In case of Abandoned Child -Submit tri media certificates (radio, t.v., newspaper)</p> <p>B. In case of Surrendered -PAP's signed DVC and notarized - Submit PCAR of the child's birth parents</p>	<p>Coordinates tri-media and prepare circumstances of foundling the child and look for possible relatives and parents appearances.</p> <ul style="list-style-type: none"> Request Parental Capability Assessment Report (PCAR) from municipal or city Social Welfare Dept. where the birth parent resides. Psychosocial counselling to parents Explain the content of DVC Witness the signing of DVC 	Fees paid to tri-media	<p>3 consecutive "panawagan" announcements in three (3) different dates</p> <p>2 months</p>	<p>Tri-media publication radio and t.v. network</p> <p>M/CSWDO Officer</p>
6. Attendance to Adoption Forum at DSWD-NCR	Inform on the schedule of Forum	No fees	½ day	DSWD-NCR

7. Participate in the series of Interviews	<ul style="list-style-type: none"> • Interview and validate documents. • Assess if the child is approved for adoption 			Krizzle Macaraeg/Evangeline Mallari
8. Attendance to orientation on PD 603, RA9523, and other related laws on adoption	<ul style="list-style-type: none"> • Schedule Prospective Adoptive Parents (PAP) 	No fees	30 minutes to an hour	Josefina T. Savinada
9. Note schedule of home/community visitations and collateral	<ul style="list-style-type: none"> • Conduct Home visitations for the child, family and community assessment on environment housing conditions 	No fees	2 hours	Krizzle Macaraeg/Evangeline Mallari
10. Submission of child psychological evaluation report and other vital documents, parental assessment report	<ul style="list-style-type: none"> • Check and validate the veracity of the documents. • Coordinate with the M/CSWDO where parent resides. • Study the reports as basis for completion of child study report and evaluation and recommendation. 	No fees	1 to 2 months base on the completion of the documents	JTS/Krizzle/Evangeline
11. Attendance to case conference/s	<ul style="list-style-type: none"> • Conducts case conference for updating to the PAP and birth parents on the status of the case. 	No fees	One hour	JTS/Krizzle/Vangie

12. Agreed on the child's adoption by PAP and the whole family	<ul style="list-style-type: none"> Finalization, presentation and final evaluation 	No fees	One week	JTS/Krizzle/Vangie
13. Submit/deliver documents DSWD-NCR	<ul style="list-style-type: none"> Endorsement of all dossiers to DSWD-NCR with the recommendation to declare the child as legally available for adoption 	No fees	2 hours	PAP/PSWD DSWD-NCR
	<ul style="list-style-type: none"> Review and submitted documents 	No fees	1 hour	DSWD-NCR Standard Unit
	<ul style="list-style-type: none"> Endorsement of approved dossiers 	No fees		DSWD Central Office
	<ul style="list-style-type: none"> If warrants issues CDCLAA certificate 	No fees		DSWD-NCR
14. Availability for update interview and home visit	<ul style="list-style-type: none"> Update and enhance the child study report . Conduct home visit on the child developmental and environmental status. 	No fees	2 months	Krizzle/Vangie JTS
15. Attend case conference	<ul style="list-style-type: none"> Request schedule for matching conference . 	No fees	1 day	DSWD-NCR Josefina T. Savinada

NAME OF THE SERVICE:

WOMEN AND CHILDREN PROTECTION

DESCRIPTION OF THE SERVICE:

The City Social Welfare Department Office Women and Children Protection in collaboration with all Child Protection Network shall serve every abused child and women who are victims of violence with compassion and commitment and competence, ensuring that all abused child and women and those that are at risk are safe, healthy and developing to the best of their potential within a nurturing family environment.

Office or Division:	City Social Welfare and Development Office (CSWDO)
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All reported child at risk and vulnerable women.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
The following pertinent documents must be submitted: <ul style="list-style-type: none">• Medical Certificate/ Medico- Legal• Birth Certificate/ Minor• Case Report• Blotter• Referral	HOSPITAL PSA POLICE BARANGAY Requesting Party's concerned

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Present Requirements	<ul style="list-style-type: none"> • Check completeness of requirements 	No fees	2 minutes	Esmeralda Mendoza/Cecilia Santurcas
2. Secure and fill-up General Intake Sheet (GIS)	<ul style="list-style-type: none"> • Provide General Intake Sheet 	No fees	5 minutes	
3. Submit accomplished GIS and requirements	<ul style="list-style-type: none"> • Receive accomplished intake sheet and check veracity of requirements 	No fees	1 minute	
4. Sign the logbook	<ul style="list-style-type: none"> • Record transaction in the logbook and have the client sign the logbook 	No fees	1 minute	
5. Participate in the process of in depth interview	<ul style="list-style-type: none"> • Interview and assess the client • Home Visitation • Conduct Collateral Interview • Referral to Hospital for medico- Legal • Barangay and Police Blotter • If the minor is at Risk to his/her guardian rescue the minor or child from the Assist the victim for investigation to the Women and Children Protection Desk and file a case against the perpetrator. • Attend court hearings 	No fees	1 day 30 minutes	Krizzelle Macareg/Evangeline Mallari/Honey Mae Miranda/Everlyn Guzman/Riza Arnaiz/Mary Grace Mongcupa
6.	<ul style="list-style-type: none"> • If no immediate relatives keep the child/minor for temporary shelter 	No fees	One week	

	at Bahay-Aruga Rescue Center			
7.	<ul style="list-style-type: none"> Conduct assessment minor reintegration and for social preparation of the victim to his/her family Reunite to his/her family. 	No fees	One week	
8.	<ul style="list-style-type: none"> Refer the victim to institution if necessary Follow up and after care service Case termination 	No fees		

NAME OF THE SERVICE:

BAHAY ARUGA RESCUE CENTER

DESCRIPTION OF THE SERVICE:

Bahay Aruga – Rescue Center is a 24 hour operating residential care facility under the supervision of Pasig Social Welfare Department designed to cater Children in Need of Special Protection (CNSP) including street children and physically, emotionally or sexually abused children. Bahay Aruga serves as refuge to Children in Need of Special Protection (CNSP) expanding services to rescued adult and/or Family Street Dwellers including rescued mentally challenge and abandoned elderly.

- **Republic Act 7610** “An Act Providing for Stronger Deterrence and Special Protection against Child Abuse, Exploitation and Discrimination, Providing Penalties for its violation and for other purposes”
- **City Ordinance No. 4 Series 2016** – “Pasig City Child Protection Ordinance 2016”

Office or Division:	City Social Welfare and Development Office (CSWDO)
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	Abandoned, neglected and abused children; rescued adult and/or Family Street Dwellers including rescued mentally challenge and abandoned elderly.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Street Children and Children at Risk <ul style="list-style-type: none"> • Endorsement Letter • Barangay Blotter • Medical Certificate • ECLIA/SWAB negative result (During Pandemic) • Birth Certificate (as needed) • Previous Data Records 	Referring Party PNP-WCPD, Barangay BCPC, Other LGU's, NGO's and NGA Barangay – BCPC Hospital PSA Barangay, PNP
Rescued Adult and/or Family Street Dwellers including Rescued Mentally Challenge and Abandoned Elderly <ul style="list-style-type: none"> • Endorsement letter • Barangay Blotter • Medical Certificate • ECLIA/SWAB Negative Result (During Pandemic) • Birth Certificate (as needed) • Previous Data Records 	Referring Party PNP, Barangay-BCPC, Other Lgu's, NGO's and NGA's Barangay – BCPC Hospitals PSA Barangay, PNP

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	<ul style="list-style-type: none"> • Check completeness of requirements 	No fees	10 minutes	Information Duty
2. Submit accomplished GIS and requirements	<ul style="list-style-type: none"> • Receive accomplished intake sheet and check veracity of requirements 	No fees	3 minutes	Ma. Mila Gerente/Cherry Salazar
3. Participate in the process a. Street Children	<ul style="list-style-type: none"> • Body search • Interview and assess the client • Conduct assessment minor reintegration and for social preparation of the minor to his/her family • Reunite to his/her family/home 	No fees	One day	House Parent on duty Everlyn Guzman/Riza Arnaiz

	<p>conduction for Pasig residence</p> <ul style="list-style-type: none"> • If rescued minor is residing from other LGU's coordinate with LGU area of jurisdiction for turn- over to their respective City or Municipality • If minor is being repeatedly rescued and endorse to the Center and guardian/parents is not capable to take care the minor (base on the Social Worker's assessment) minor will be referred to a Child Caring Agencies for her best welfare and interest • Follow-up and after care service 		<p>One day</p> <p>2 to 3 days</p>	
b. For Children at Risk	<ul style="list-style-type: none"> • Interview and assess the client • Home Visitation • Conduct Collateral interview • Referral to Hospital for Medico-Legal • Barangay and Police Blotter • For Shelter – safe keeping, while perpetrator or respondent is not detained or in jailed • Assist the victim for investigation to the Women and Children Protection Desk and filing a case against the perpetrator. • Attend court hearings • Prepare and file petition for involuntary 	No fees	<p>One day</p> <p>One day</p> <p>30 minutes ½ day</p>	Everlyn Guzman/Riza Arnaiz

	<p>commitment in court if necessary</p> <ul style="list-style-type: none"> • Refer for psychological Evaluations for further interventions • Conduct assessment minor reintegration and for social preparation of the victim to his/her family • Reunite to his/her family • Follow-up and after care service • Case termination 		2 days	
<p>c. Rescued Adult and/or Family Street Dwellers including rescued mentally challenge and abandoned elderly</p>	<ul style="list-style-type: none"> • Interview and assess the client • Home Visitation and conduct collateral interview • Endorse client to area of jurisdiction/other LGUs for proper case management • For residents of Pasig home conduction • Conduct assessment/counselling for possible other support services. • Follow-up and after care service 	No fees	<p>One day</p> <p>2 days</p> <p>one day</p>	<p>Everlyn Guzman/Riza Arnaiz</p>

NAME OF THE SERVICE:

SUPERVISED NEIGHBORHOOD PLAY (SNP)

DESCRIPTION OF THE SERVICE:

Supervised Neighborhood Play (SNP) a project of the City under the supervision of Pasig Social Welfare Department and ECCD Unit. Wherein children ages 2.0 to 3.10 years old that are not enrolled in daycare centers. Are engaged in activities as provided in the activity

Office or Division:	Pasig Social Welfare Department
Classification:	Simple
Type of transaction:	G2C-Government to Citizens
Who may avail:	Resident of Pasig, with 2.0-3.10 years old child. Children that are not yet enrolled in any daycare center and school

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Birth Certificate of the Child	Child's parent/guardian
2. ID., Certificate of Residency (parent)	Child's parent/guardian
3. Intake Sheet	SNP Center
4. Child Information Sheet	SNP Center

NO.	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1	Provide documents/requirements	Checking and acknowledgement of submitted documents	No fees	Depends on the client	Daycare Worker, SNP Leader
2	Bring necessary documents/requirements to SNP center assisted by SNP center assisted by SNP leaders	Checking and acknowledgement of submitted documents	No fees	15 minutes	SNP Leader, Daycare Worker
3	Filing up of Intake Sheet	Checking of filled-up Intake Sheet	No fees	15 minutes	
4	Filing-up of Child Information Sheet	Checking of filled-up Child Information Sheet, initial assessment of the child	No fees	15 minutes	
5	Enrollment to SNP center	Admission to SNP center/area of jurisdiction at the Barangay center		10 minutes	Daycare Worker
6		Submit masterlist of enrolled children at the SNP area for consolidations and as basis for the provision of program and services			SNP Workers/ Frecelle Baraquel/ Jessica Cruz/ Ma. Joan/Mary Rose Asong/Josefina Savinada

JTS/jas computer 4/2021