



CITIZEN'S CHARTER

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

VISION:


Poverty eradication and empowerment through provision of assistance to the disadvantaged individuals, families and communities to improve their quality of life.

MISSION:

To help enable Local Government Units, Non-Government Organization, other National Government Agencies, People's Organization and other members of Civil Society to implement programs, projects and services that will eradicate poverty and empower disadvantaged individuals, families and other communities for an improved quality of life.

Provision of Aid to Individuals in Crisis Situation (AICS)

SCHEDULE

 Monday-Friday
8 am – 5 pm
(No Noon Break)

DURATION

 15 minutes

REQUIREMENTS

 Barangay Certificate of Indigency
Medical Prescription or Funeral Contract

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEES/ CHARGES	FORMS
1	SUBMIT requirements.	Assess requirements and interview client. Issue referral slip.	5 minutes	MSWD Staff	None	Referral Slip
3	CLAIM financial assistance and affix signature to releasing logbook.	Release financial assistance	10 minutes	Cashier (Treasurer's Office)	None	
END OF TRANSACTION						

Issuance of Social Case Study Report

SCHEDULE

 Monday-Friday
8 am – 5 pm
(No Noon Break)

DURATION

 26minutes

REQUIREMENTS

 Barangay Certificate of Indigency
Medical Certificate/Abstract

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEES/ CHARGES	FORMS
1	SUBMIT requirements.	Assess requirements and interview client.	8 minutes	MSWD Staff	None	
		Prepare, print and sign documents	8 minutes	MSWD Staff MSWDO	None	
3	CLAIM document/s and affix signature to releasing logbook.	Release document/s.	10 minutes	MSWDO Staff	None	
END OF TRANSACTION						



Issuance of ID Cards for Solo Parents/ PWD

SCHEDULE



Monday–Friday
8 am – 5 pm
(No Noon Break)

DURATION



13 minutes
(plus 7 days)

REQUIREMENTS



FOR SOLO PARENT:

Application Form
Barangay Certificate of being a solo parent
Death Certificate (if applicable)
Birth Certificate (child 21 years-old and above)
2 pcs. 1x1 ID picture of the client

FOR PWD:

Application Form
Barangay Clearance
Medical Certificate
2 pcs. 1x1 ID picture of the client

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEES/ CHARGES	FORMS
1	SUBMIT requirements.	Assess requirements and interview client. Advise the client to claim after 7 days.	10 minutes	MSWD Staff	None	ID Card
		Process ID cards.	7 days	MSWD Staff MSWDO PWD/Solo Parent Coordinator Municipal Mayor		
2	CLAIM ID and affix signature to releasing logbook.	Release ID.	3 minutes	MSWDO Staff	None	
END OF TRANSACTION						



Issuance of Travel Clearance to Minors Travelling Abroad

SCHEDULE



Monday–Friday
8 am – 5 pm
(No Noon Break)

DURATION



22 minutes

REQUIREMENTS



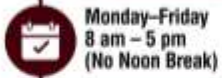
Accomplished Application Form
NSO Copy of Birth Certificate of the minor
Affidavit of Consent of the Parents

Photocopy of passport of the travelling companion
3 pcs. Passport size picture of the minor

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEES/ CHARGES	FORMS
1	SUBMIT requirements.	Assess requirements and interview client.	10 minutes	MSWD Staff	None	Application Form
		Prepare, print and sign documents.	10 minutes	MSWD Staff MSWDO	None	Travel Clearance
2	CLAIM document/s and affix signature to releasing logbook.	Release document/s.	2 minutes	MSWDO Staff	None	
END OF TRANSACTION						

Provision of PhilHealth ng Masa

SCHEDULE



DURATION



REQUIREMENTS




STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEES/ CHARGES	FORMS
1	SUBMIT requirements.	Assess requirements and interview client.	5 minutes	MSWD Staff	None	Application Form
		Process documents and submit to PhilHealth Office.	10 minutes	MSWD Staff MSWDO	None	
2	CLAIM document/s and affix signature to releasing logbook.	Release document/s.	2 minutes	MSWDO Staff	None	ID Card
END OF TRANSACTION						



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