



City Social Welfare and Development Office Frontline Services



1. Issuance of Senior Citizens ID

The senior citizen ID refers to the card issued by the OSCA office of the city or municipality where the elderly individual lives. Senior Citizen's Identification Card is vital in the availment of their privileges stipulated under Republic Act No. 9994 or the Expanded Senior Citizens Act of 2010. This locally-issued ID is honored nationwide.

Office or Division:	City Social Welfare And Development Office- Senior Citizen's And PWD Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Senior Citizen (60 Years Old And Above)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form (OSCA Form No. 1)		Senior Citizen Day Center, New Pandan, P.C		
Birth Certificate (1 Photocopy)		Philippine Statistics Authority /City Civil Registrar Office		
Barangay Certificate (1 Original Copy)		Barangay Hall		
2 pcs. 1x1 ID pic		Requesting Client		
SC President Certificate (1 Original Copy)		Office of the Barangay Association President of Senior Citizen		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out registration form and submit complete requirement at the Office of the Senior Citizen Affairs (OSCA) Office	1. Receive and verify the required documents	None	10 Minutes	SC Focal Person CSWDO
1.1 Check the correctness of the ID upon receipt	1.1 Print the ID and ensure complete signatories	None	10 Minutes	SC Focal Person CSWDO
2. Received and affixed a signature to the logbook as proof of receipt.	2. Release the Senior Citizen ID and ensure that the SC affixes his/her signature as proof of receipt to the logbook	None	10 Minutes	SC Focal Person CSWDO
	TOTAL:	None	30 Minutes	



2. Issuance of Senior Citizens Purchase Booklet

The Office issues Purchase Slip Booklets to senior citizens to enable them avail of the 20% discount on medicines and 5% discount on basic necessities provided them by Law (RA 9257 –expanded Senior Citizens Act). Senior Citizens must bring their Purchase Booklet for the purpose of recording the purchases for every transaction.

Office or Division:	City Social Welfare And Development Office- Senior Citizen's And PWD Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Registered Senior Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Senior Citizens ID		Senior Citizen Day Center, New Pandan, P.C		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Senior Citizen ID at the Office of the Senior Citizen Affairs (OSCA) Office	1. Check the validity of the Identification Card	None	5 Minutes	SC Focal Person CSWDO
2. Receive the Booklet and affix the signature as proof of receipt	2. Release the booklet and ensure that the client affixes his/her signature as proof of receipt to the Office's Logbook	None	5 Minutes	SC Focal Person CSWDO
TOTAL:		None	10 Minutes	



3. Availment of Financial and Medical Assistance

The Financial and Medical Assistance is part of the Office's protective services for the individual in crisis situation. The maximum amount to be given for this is 1,200 pesos and can be availed by individual every after three months. Granting of amount is based on the assessment of the assigned worker on the urgency and of the need of the client.

Office or Division:	City Social Welfare And Development Office – Emergency Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Indigent Individual In Crisis Situation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>For Medical Assistance</i>				
Barangay Certificate of Indigency (1 original copy)		Barangay Hall		
Latest Medical Prescription (<i>Resita</i>) valid for 1month from date of issuance		Attending Physician		
Hospital Billing		Hospital where the client is admitted		
Any of the following valid ID of the Claimant: (1 photocopy) SSS ID, UMID Card, PhilHealth ID National ID, Driver's License, TIN ID PRC ID, Voter's ID, Postal ID Philippine Passport		Requesting Client/ SSS, PhilHealth, PSA, LTO, BIR, PRC, Comelec, Postal Office, DFA		
<i>For Financial Assistance</i>				
Barangay Certificate of Indigency (1 Original Copy)		Barangay Hall		
Any of the following valid ID of the Claimant: (1 photocopy) SSS ID, UMID Card, PhilHealth ID National ID, Driver's License, TIN ID PRC ID, Voter's ID, Postal ID Philippine Passport		Requesting Client/ SSS, PhilHealth, PSA, LTO, BIR, PRC, Comelec, Postal Office, DFA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirement at Family, Community	1. Receive and review documentary requirements	None	10 Minutes	AICS Focal Person CSWDO



<p>and Emergency Section</p> <p>1.1 Provide information based on the questions indicated in the Intake Sheet for Assessment</p>	<p>1.1 Conduct Intake Interview and make an assessment based on the immediate needs of the clients</p> <p>1.2 Inform the client of the amount to be granted based on the assessment and prepare an acknowledgment receipt</p> <p><i>*take a photo of the client (for liquidation purposes)</i></p> <p><i>Conditional Step</i></p> <p>If funds are available, the client will be given the assistance needed</p> <p>If funds are not available, the client will be notified thru text or call that they can claim the assistance already</p>	<p>None</p>	<p>10 Minutes</p> <p>10 Minutes</p>	<p>AICS Focal Person CSWDO</p> <p>AICS Focal Person CSWDO</p>
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	1.3 Forward the complete documents to Department Head for signature	None	10 Minutes	<i>Department Head</i> CSWDO
2. Receive the Cash assistance and signed the logbook as proof of receipt Signature in the Acknowledgement	2. Release the Cash Assistance to the client and ensure to affix his/her signature in the Acknowledgement Receipt.	None	10 Minutes	<i>AICS Disbursing Office</i> CSWDO
	TOTAL:	None	40 Minutes	



4. Availment of Shelter Assistance

This program aims to provide financial assistance to families who have lost and damaged their houses due to disaster related incidents. A maximum of 10,000 pesos will be granted to the families to augment in their shelter reconstruction.

Office or Division:	City Social Welfare And Development Office- Emergency Section			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Individual And Families With Damaged Houses Due To Disaster			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate of Indigency (1 original copy)		Barangay Hall		
Bureau of Fire Certificate (1 original copy)		Bureau of Fire Protection - City Residence		
Picture of the Damaged House		Requesting Client		
Any of the following Valid ID of the Claimant: (1 Photocopy) SSS ID, UMID Card, PhilHealth ID National ID, Driver's License, TIN ID PRC ID, Voter's ID, Postal ID Philippine Passport		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements at Family, Community and Emergency Section	1. Receive and review documentary requirements	None	10 Minutes	AICS Focal Person CSWDO
1.1. Provide information based on the questions indicated in the Intake Sheet for Assessment	1.1 Conduct Intake Interview and make an assessment	None	20 Minutes	AICS Focal Person CSWDO
	1.2 Inform the client of the amount to be granted based on the assessment and advise the	None	5 Minutes	AICS Focal Person CSWDO



	<p>client to claim the assistance after 7 days at City Treasurer's Office</p> <p>1.3 Prepares a complete set of documents for approval of the Department Head</p> <p>1.4 Sign and Review the documents for approval</p> <p>1.5 The Office will forward the complete documents to the concerned offices for the processing of Assistance:</p> <p>a. Approval of OBR</p> <p>b. Pre-Audit and Voucher Signature</p> <p>Preparation and Approval of cheque</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>10 Minutes</p> <p>10 Minutes</p> <p>1 Day</p> <p>6 Hours</p> <p>2 Days</p> <p>3 Days</p>	<p><i>AICS Focal Person</i> CSWDO</p> <p>Department Head</p> <p><i>AICS Focal Person</i> CSWDO</p> <p><i>Department Heads</i> CBO</p> <p><i>Department Heads</i> CAO/CTO/CADO</p> <p><i>Department Heads</i> CTO/CADO/CAO</p>
<p>2. Return client on the 7th day for releasing of the cheque at City Treasurer's Office (Window 10)</p>	<p>2. Release the Cheque</p>	<p>None</p>	<p>4 Hours</p>	<p><i>Cashier</i> CTO</p>



	TOTAL:	None	7 Days, 2 Hours and 5 Minutes	
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*Issuance of Certificate of Augmentation Qualified for multi-stage processing



5. Availment of Paupers Burial

Paupers Burial is an assistance for the indigent and marginalized families help them subsidized the burial cost of the deceased family member with an amount of 1,500 pesos.

Office or Division:	City Social Welfare And Development Office- Emergency Section			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Immediate Family of the Deceased			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate		City Civil Registrar Office		
Barangay Certificate of Indigency		Barangay Hall		
Any of the following Valid ID of the Claimant: (1 photocopy) SSS ID, UMID Card, PhilHealth ID National ID, Driver's License, TIN ID PRC ID, Voter's ID, Postal ID Philippine Passport		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements at Family, Community and Emergency Section	1. Receive and review documentary requirements <i>Conditional Steps:</i> If funds are available proceed for further interview If funds are not available advise the client to come back after 7 working days (WD)	None	10 Minutes	AICS Focal Person CSWDO



1.1 Provide information based on the questions indicated in the Intake Sheet	1.1 Conduct Intake Interview	None	5 Minutes	<i>Department Head CSWDO</i>
1.2 Wait for the name to be called to receive the requested assistance.	1.2 Prepares an acknowledgment receipt, take a photo of the client (for liquidation purposes)	None	5 Minutes	
	1.3 Forward the complete documents to Department Head for signature	None	5 Minutes	
2. Receive cash assistance and affix Signature in the Acknowledgement Receipt	2. Release the Cash Assistance to the client and ensure to affix his/her signature in the Acknowledgement Receipt	None	5 Minutes	<i>AICS Disbursing Officer CSWDO</i>
	TOTAL:	None	30 Minutes	



6. Availment of Senior Citizens Burial Assistance

The senior citizen burial assistance is a financial assistance program of the City Government of Panabo under the City Social Welfare and Development Office for the bereaved family of the Senior citizens of the City.

Office or Division:	City Social Welfare and Development Office- Emergency Section			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Family of The Registered Deceased Senior Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate (1 Original Copy)		Barangay Hall		
Death Certificate (1 Photocopy)		City Civil Registrar Office		
Valid ID of Claimant (1 Photocopy)		Requesting Client		
Senior Citizen's Certificate of Membership (1 Original)		Office of Barangay Senior Citizen's Association President		
Senior Citizen's ID (1 Original and 1 Photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements at Family, Community and Emergency Section	1. Receive and review documentary requirements <i>Conditional Step:</i> If funds are available proceed to intake interview If funds are not available inform the client and ask for their contact number to be notified when funds are available	None	10 Minutes	AICS Focal Person CSWDO



1.1 Provide necessary information based on the questions indicated in the Intake Sheet	1.1 Conduct Intake Interview	None	20 Minutes	AICS Focal Person CSWDO
	1.2 Ask the client for his/her contact number for notification through text or call that cheque is already available for release			
	1.3 Prepare a complete set of documents for approval of the Department Head	None	20 Minutes	AICS Focal Person CSWDO
	1.4 Sign and review the documents for approval	None	10 Minutes	Department Head CSWDO
	1.5 Forward the complete documents to concerned offices for the processing of Assistance:	None	1 Day	AICS Focal Person CSWDO
	a. Approval of OBR	None	6 Hours	Department Head CBO
b. Pre-Audit and Voucher Signature	None	2 Days	Department Heads CAO/CTO/CADO	
c. Preparation and Approval	None	3 Days	Department Heads	



	of Cheque and Cheque Advice			CTO/CADO/CAO
2. Claims the cheque at the City Treasurer's Office- (Window 10)	2. Releasing of Cheque	None	4 Hours	Cashier CTO
	TOTAL:	None	7 Days and 3 Hours	

*Issuance of Certificate of Augmentation Qualified for multi-stage processing



7. Availment of Sulong Dunong Program for Youth/ Children

A financial assistance given to Qualified Public School Students given every after 3 months. This assistance is only for those enrolled in a public school where the clients can be granted 1,500 for High School and College; 1,000 pesos for Day Care and Elementary pupils.

Office or Division:	City Social Welfare And Development Office- Youth And Child Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Enrolled Public School Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate of Indigency (1 Original)		Barangay Hall		
School ID of the Student		Requesting Client's Current School		
School Certificate of Enrollment (1 Original)		Requesting Client's Current School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a complete set of requirements at Family, Community and Emergency Section	1. Receive and verify the completeness of the requirements	None	5 Minutes	<i>Youth/Sulong Dunong Focal Person CSWDO</i>
1.1 Provide information based on the questions indicated in the Intake Sheet	1.1 Conduct Intake Interview	None	10 Minutes	
1.2 Wait for the name to be called to receive the requested assistance	1.2 Prepares an acknowledgment receipt, take a photo of the client (for liquidation purposes)	None	5 Minutes	
	1.3 Forward the complete documents to	None	5 Minutes	<i>Department Head CSWDO</i>



	Department Head for signature			
2. Receive the cash assistance and affix Signature in the Acknowledgement Receipt	2. Release the Cash Assistance to the client and ensure to affix his/her signature in the Acknowledgement Receipt.	None	10 Minutes	<i>AICS Disbursing Officer</i> CSWDO
	TOTAL:	None	35 Minutes	



8. Issuance of PWD ID

The PWD ID is the standard identification card for persons with disability (PWDs) in the Philippines. It can be used to avail of PWD discounts and other benefits as mandated by the law.

Office or Division:	City Social Welfare And Development Office- Senior Citizen And PWD Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Person With Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate (1 Original)		Barangay Hall		
2 pcs 1x1 ID picture		Requesting Client		
Medical Certificate (indicating type of Disability)		City Health Office		
Birth Certificate (1 Photocopy)		City Civil Registrar Office/Philippine Statistic Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out application form and submit complete requirements at Office of the Senior Citizen Affairs (PWD Section)	1. Receive and review documentary requirements	None	10 Minutes	<i>PWD Focal Person</i> CSWDO
1.1 Check the correctness of the ID and affix signature	1.1 Print the ID and ensure complete Signatories	None	10 Minutes	<i>PWD Focal Person</i> CSWDO
	1.2 Laminate the ID	None	5 Minutes	<i>PWD Focal Person</i> CSWDO
2. Receive the ID and sign logbook as proof of receipt	2. Release the PWD ID and ensure that the PWD affixes his/her signature	None	5 Minutes	<i>PWD Focal Person</i> CSWDO



	as proof of receipt to the logbook.			
	TOTAL:	None	30 Minutes	



9. Issuance of Person with Disability Purchase

The Office issues Purchase booklet to registered person with disability to enable them to avail of the 20% discount on medicines and 12% VAT exemption and 5% discount on basic necessities provided them by Law (IRR OF RA 10754- An Act Expanding the Benefits and Privileges of Person with Disability (PWD). Person with Disability must bring their Purchase Booklet for the purpose of recording the purchases for every transaction.

Office or Division:	City Social Welfare and Development Office- Senior Citizen's and PWD Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Registered Person With Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Person with Disability ID		Senior Citizen Day Center, New Pandan, P.C		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents PWD ID	1. Check the validity of the Identification Card 1.1 Prepare the PWD purchase booklet for release	None	5 Minutes	<i>PWD Focal Person</i> CSWDO
2. Receives the Booklet and affix the signature to the logbook as proof of receipt	2. Release the PWD booklet and ensure that the client affixes his/her signature as proof of receipt.	None	5 Minutes	<i>PWD Focal Person</i> CSWDO
TOTAL:		None	10 Minutes	



10. Application for Solo Parent Membership and ID

A Solo Parent ID is a government issued ID for solo or single parents in the Philippines as defined under RA 8927 Solo Parent's Welfare Act of 2000. Solo parents who carry such ID can enjoy certain government discounts and benefits as stated in the law.

Office or Division:	City Social Welfare And Development Office- Family Community And Women Section			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Qualified Solo Parent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application Form provided by CSWDO		CSWDO		
Barangay Certificate of Residency (1 Original)		Barangay Hall		
Barangay Captain Certification Indicating your status as a Solo Parent (1 Original)		Barangay Hall		
PSA Birth Certificate of your child/children (1 Photocopy)		Philippine Statistic Authority/ City Civil Registrar Office		
Documents to establish your income, such as: <ul style="list-style-type: none"> ▪ Income tax return ▪ Certificate of income by Barangay Treasurer or City Treasurer 		Bureau of Internal Revenue Barangay Hall/ City Treasurer's Office		
Situational Requirements: <ul style="list-style-type: none"> ▪ Certificate of No Marriage (CENOMAR) ▪ Declaration of Nullity of Marriage ▪ Spouse's death certificate A medical certificate signed by a licensed public medical practitioner as proof of a spouse's mental or physical incapacity		Philippine Statistic Authority/ City Civil Registrar Office Regional Trial Court City Civil Registrar Office City Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out application form and submits	1. Receives and verifies the	None	10 Minutes	<i>Solo Parent Focal Person</i>



	If disapproved, inform the client through text or call of the disapproval of the application			
2. Receive the Solo Parent ID and affix signature to the logbook as proof of receipt.	2. Release the Solo Parent ID and ensure that the client affixes his/her signature as proof of receipt.	None	5 Minutes	<i>Solo Parent Focal Person</i> CSWDO
	TOTAL:	None	15 Days, 1 hour and 15 Minutes	

**This service is covered under RA 8927: Solo Parent's Welfare Act of 2000*



11. Application for Travel Clearance for Minors Travelling Locally

The City Social Welfare and Development Office issues travel clearance for a Filipino child below 18 years of age traveling locally unaccompanied by any of the parents or persons having parental authority or legal custody over the child. This is to ensure the welfare of the children against trafficking and any forms of abuse.

Office or Division:	City Social Welfare And Development Office- Family Community And Women Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Child Below 18 Years Old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Child Birth Certificate (1 Photocopy)		City Civil Registrar Office/Philippine Statistics Authority		
Parent/Guardian Affidavit of Consent (1 Original)		Public Attorney's Office		
Written Consent of Guardian (1 Original Copy)		Guardian of the Minor		
Barangay Certification (knowledgeable in the desire of the minor and parents to travel)		Barangay Hall		
Valid ID of the Child's travel companion		Child's Companion		
Accomplished Application Form		City Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the documentary requirements at Child and Youth Section	1. Receive and verify the documentary requirements	None	5 minutes	<i>Child and Youth Focal CSWDO</i>
1.1 Provide information based on the questions	1.1 Conduct Interviews and prepare the travel clearance for approval	None	15 Minutes	<i>Child and Youth Focal Person CSWDO</i>
	1.2 Review the documentary requirements and	None	10 Minutes	<i>Child and Youth Section</i>



	sign the travel clearance			<i>Head/Department Head CSWDO</i>
2. Receive the Travel Clearance and affix signature in the office logbook as proof of receipt	2. Release the Travel clearance/ permit and ensures that the client sign the logbook as proof of claim	None	5 Minutes	<i>Child and Youth Focal Person CSWDO</i>
	TOTAL:	None	35 Minutes	



12. Availment of Day Care Services

The Day Care Service promotes the basic rights of the children which are the developmental and participation rights that aim to enhance the physical, social, emotional, cognitive, psychological, spiritual, and language development of young children aged 3-4 years old.

Office or Division:	City Social Welfare And Development Office- Child And Youth Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Children aged 3-4 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate		Parent of the Child		
Immunization Record		Rural Health Unit		
Marriage Contract of Parents (If Married)		Parent of the Child		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements and fill out the Early Childhood Care and Development Checklist.	1. Receive and review documentary requirements 1.2. Inform the parent on the schedule of the Parent Orientation before the classes start	None	1 Hour	<i>Day Care Worker</i> CSWDO
	TOTAL:	None	1 Hour	