



MUNICIPALITY OF
BONGABON
NUEVA ECIIJA

Municipal Social Welfare and Development Office

Frontline Service



1. MAKING SOCIAL CASE STUDY REPORT

- Social Case Study Report is issued to residents of Bongabon, Nueva Ecija who wants to avail assistance to other agencies such as medical, financial, burial and educational as part of the Expanded Assistance to Individuals/Families in Crisis situation program and services of this municipality.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Children who are 3 to 8 years old, from indigent family and residents of Bongabon Nueva Ecija			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certificate or Medical Abstract (1 copy)		Medical Doctor or Health Physician		
Updated Hospital Bill or latest doctor's Prescription with amount indicate(1 copy)		Hospital or Medical Doctor		
Barangay Indigence (indicating family income not exceeding family consumption) (1 copy)		Client		
Valid Identification Card(1 copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Appear in person and request for case Study	1. Interview and assess client for preparing the case Study	None	1 hour	MSWDO/ MSWD Staff MSWDO
2. Present the required documents.	2. Review the presented documents	None	3 Minutes	MSWDO/ MSWD Staff MSWDO
3. Claim social case study	3. Release the case study report	None	1 Minute	MSWDO/ MSWD Staff MSWDO
TOTAL:			1 Hour, 4 Minutes	

2. Issuance of Certificate of Indigency

- Certificate of Indigency is issued to indigent residents of Bongabon, Nueva Ecija who wants to avail assistance such as educational, medical, financial, burial and free legal assistance to Public Attorney's Office (PAO).

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Bonafide indigent residents of Bongabon, Nueva Ecija			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Indigence (indicating family income not exceeding family consumption) (1 copy)		Barangay Hall		
Certificate of None Property		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Appear in person and request for case Study	1. Interview and assess client for preparing the case Study	None	3 Minutes	MSWDO/ MSWD Staff MSWDO
2. Present the required documents.	2. Review the presented documents	None	3 Minutes	MSWDO
3. Claim Certificate of Indigency	3. Release the the Certificate of Indigency	None	1 Minute	MSWDO/ MSWD Staff MSWDO
TOTAL:			7 Minutes	

3. ISSUANCE OF SENIOR CITIZENS ID AND PURCHASE BOOKLET

-Senior Citizen Id and Purchase Booklet is issued to citizen ages 60 years old and up who wants to avail of the benefits and privileges under RA No. 9994 such as free medical/ dental diagnostic & laboratories in all government facilities, 20% discounts in purchase of medicines, in hotels, restaurants, recreation centers, theaters, cinema houses and concert halls, and in fare for domestic air, sea travel and public and transportation.

Office or Division:		Municipal Social Welfare & Development Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Bonafide indigent Senior Citizen residents of Bongabon, Nueva Ecija,ages 60 and above		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Residency (Indicating age and complete address ofthe client) (1 Copy)		Barangay Hall		
Picture of the client (1pc 1x1, 1pc 2x2)		Photo Studio/Rush ID stores		
Duly Accomplished PWD Form		Municipal Social Welfare and Development		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up applicationform Requirements: ➤ Birth certificate of applicant/ client ➤ Barangay residence certificate	1.1.Receive application form	None	5 Minutes	MSWD Staff MSWDO
	1.2.Prepare and release of ID and purchase booklet		5 Minutes	MSWD Staff MSWDO
TOTAL:			10 Minutes	



4. ISSUANCE OF PWD ID AND PURCHASE BOOKLET

-BPLO may issue a duplicate copy of the Business Permit card PWD Id and Purchase Booklet is issued to all Persons with Disability who wants to avail of the benefits and privileges under RA No. 9442 such as free medical/ dental diagnostic & laboratories in all government facilities, 20% discounts in purchase of medicines, in hotels, restaurants, recreation centers, theaters, cinema houses and concert halls, and in fare for domestic air, sea travel and public and transportation.

Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any bonafide person with permanent disability residents of Bongabon, Nueva Ecija			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Indigency (Indicating family income not exceeding family consumption)		Barangay Hall		
Medical Abstract of the Client		Medical Doctor/Physician		
Picture of the client (2pcs 1x1, 1pc 2x2)		Photo Studio/Rush ID stores		
Duly Accomplished PWD Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up application form	1.1. Receive application form	None	5 Minutes	Clerk MSWDO
	1.2. Review the presented documents.		2 Minutes	RHU Personnel Municipal Health Office
	1.3.Prepare and release of ID and purchase booklet		5 Minutes	Clerk MSWDO
TOTAL:			12 Minutes	

5. ISSUANCE OF SOLO PARENT ID

- Solo Parent Identification as mandated by RA 8972 can be availed by solo parents who have been qualified as such by the MSWD shall likewise be entitled to avail of any benefits/services provided in the law. Solo parent shall be issued upon approval by any local government unit as recommended by the Social Worker of the Municipality.

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	<p>Any bonafide citizen of Bongabon, Nueva Ecija who falls to any of the Following categories:</p> <ul style="list-style-type: none"> • A woman who gave birth as a result of rape and other crimes against chastity. Provided, that the mother keeps and raises the child; • Parent left solo due to death of spouse; • Parent left solo while the spouse is detained or serving a sentence for a criminal conviction for at least one (1) year; • Parent left solo due to spouse physical/mental incapacity as certified by a public medical practitioner; • Parent left solo due to legal separation wherein he/she entrusted with custody of the child/children; • Parent left solo due to annulment of marriage as he/she is entrusted with the custody of the child/children; • Parent left solo due to abandonment of spouse at least one (1) year; • Unmarried mother/father who has preferred to keep & rear her/his child/children; • Any other person who solely provides parental care and support to child/children • Any family member who assumes the responsibility of head of family.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate as Solo Parent stating the reason (1 Copy)		Barangay Hall		
Picture of the client (2pcs 1x1)		Photo Studio/Rush ID stores		
Photocopy of Birth Certificate of minor children (ages 0-18 years old) (1 Copy)		Municipal Social Welfare and Development (MSWD) Office		
Photocopy of Partner's Death Certificate (if partner was deceased) (1 Copy)		Client		
Certificate of Detention (if partner is detained) (1 Copy)		Bureau of Jail Management and Penitentiary / PNP		
Medical Certificate of Partner (if partner is bedridden) (1 Copy)		Health Physician/Medical Doctor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON

		BE PAID	TIME	RESPONSIBLE
1. Present Birth Certificate of Minor children and Barangay Certification	1.Interview/checking of documents	None	5 Minutes	MSWD Staff MSWDO
	1.1.Prepare and release of ID		5 Minutes	MSWD Staff MSWDO
TOTAL:			10 Minutes	

6. Early Childhood Care and Development (Daycare Services)

-This program provides and defends the right of children to assistance, including proper care and nutrition, provide them with special protection against all forms of neglect, abuse, cruelty, exploitation and other condition prejudicial to their development and opportunities for the total development of the child through various early childhood care and development activities. The MSWD supervised and monitors all daycare centers in Barangay.

Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Children who are 3 to 5 years old, from indigent family and residents of Bongabon, Nueva Ecija			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Child's Birth Certificate		Client		
Marriage Contract of parents		Client		
Health Record of the child		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Enroll the child to CD Center	1. Receive enrollees	None	5 Minutes	Child Development Worker of Different Barangays MSWDO
2. Present the Birth certificate of the child	2.Initial interview to parent by the CD Worker/filling up intake sheet	One Time Registration Fee PHP 300.00 Monthly Fee PHP 100.00	10 Minutes	Child Development Worker of Different Barangays
3.Child attend a daily session in CD center Monday - Friday	3.Organize activities that allows children to learn about the world and explore their interest	None	2Hours/ Session Mon-Fri 2 nd Session 2&1/2 hrs	Child Development Worker of Different Barangays MSWDO
4. Monitoring / Orientation Day Care Worker/Cay Care Center	4.Child Development Worker	None	Quarterly	MSWD MSWD Staff
TOTAL:			4 Hours, 45 Minutes	

7. Violence against Women and their Children (VAWC) Welfare Program

- This program aims to assist support women and their children who are victims of Domestic Violence such as:

- Physical Abuse
- Sexual Abuse
- Psychological Abuse
- Financial Abuse

Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	<ul style="list-style-type: none"> • Woman who is a wife or live-in partner • Former wife • Woman with whom the person has or had a sexual or dating relationship • Woman whom he has a common child, or against her child whether legitimate or illegitimate, inside or outside the family residence 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement Letter from Barangay VAWC with attached blotter, if available		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Appearance of client	1. Interview, assessment of client 1.1. advice/explain to client to present supporting documents	None	15 Minutes	MSWD Staff MSWDO
2. Present supporting documents	2. Review documents presented	None	10 Minutes	MSWD Staff MSWDO Focal - VAWC Officer
3. Client willing to file a case	3. Refer/Assists client to PNP-WCPD/PAO	None	15 Minutes	MSWD Staff MSWDO
4. Client seeking counseling assistance or Requesting case conference	4. Provide counseling to VAWC victim	None	45 Minutes	MSWD Staff MSWDO
TOTAL:		None	1 Hour, 25 Minutes	

8. Children in conflict with the law (CICL)

- Child in conflict with the law is usually referred by Department of Justice who has cases needed for assessment if acted with discernment or without discernment. This is to determine if minor will undergo intervention program based on the assessment. The Municipal Social Welfare and Development Office (MSWDO) is the forefront to assist minors who are physically abuse and other related abuses as referred by PNP, Barangay Officials and other concerned citizens.

Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	17 years old and below (minor CICL)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For CICL Requirements:				
Endorsement/referral from DOJ		Department of Justice		
PNP Blotter/Report		PNP Station		
Minors Birth Certificate		Client		
For Physical Abuse:				
Barangay Certificate		Barangay Hall		
Barangay/Police Blotter and medical Certificate		Barangay Hall, Attending Physician		
Medico Legal Report		PNP Nueva Ecija		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Appearance of client / Registration as endorsed by Brgy Officials, DOJ, PNP, Womens Desk for Concerned Citizen	1. Interview , assessment of client	None	30 Minutes	MSWD Staff MSWDO
2. Prepare letter of case conference invitation to PNP (Women's Desk), PAO, Brgy. Official, minor parents	2. Distribute letters to concerned officials and offices	None	10 Minutes	MSWD Staff MSWDO
3. Gather information regarding the minors background	3. Conduct home visit and collateral interview	None	1 Hour	MSWD Staff MSWDO

4. Submit initial assessment with or without discernment	4. Prepares Social Case Study Report	None	45 Minutes	<i>MSWD Staff</i> MSWDO
5. Monitor client and terminate case after diversion contract	5. Coordinate with the program officials and call the parents for case conference if case is without discernment re: fill up diversion program contract	None	4 Hours	<i>MSWD Staff</i> MSWDO
TOTAL:		None	6 Hours, 25 Minutes	

9. ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION

Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Appearance of client	1.Interview/assessment on client’s problem presented	None	5 Minutes	MSWD Staff MSWDO
	1.1.Preparation of vouchers for the release of fund		3 Minutes	MSWD Staff MSWDO
TOTAL:			8 Minutes	

10. PRE - MARRIAGE COUNSELING

Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Interview of the would be couple	None	3 Minutes	MSWDO POPCOM Office MNAO
	1.2. Filling-up of Marriage Expectation Inventory		10 Minutes	<i>MSWD Staff</i> MSWDO
	1.3. Issuance of pre-marriage certificate	None	5 Minutes	<i>MSWD Staff</i> MSWDO
TOTAL:			18 Minutes	