

5. Person with Disability Affair Office

5.1 Assistance to Physical Restoration (APR) for PDW

This service caters to the request of the client for an assistive device. These services under APR to our physically handicapped, by helping them attain maximum improvement of their physical residual capabilities. This service is limited only on the approved budget appropriation.

Office or Division:	Municipal Social Welfare and Development Office - Person's with Disability Affairs Office			
Classification:	Complex Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Person with Disability who is a Filipino citizen residing in the municipality of Tagoloan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Indigency/Barangay Certification - Stating Purpose: Financial Assistance (1 Original Copy) 2. Quotation of Assistive Device (1 Original copy, 1 Photocopy) 3. Valid ID/ Barangay Clearance of the Representative (1photocopy/1 original copy) 4. PWD ID (1 photocopy)		Barangay Hall Attending Doctor /Supplier Client/Barangay Hall PWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required complete documents.	1.1 Conduct intake and interview.	none	30 Minutes	Administrative Aide – Municipal Social Welfare and Development Office
2. Sign the documents	2.1 Advice the client on the possible schedule of release	None	10 Minutes 30 Minutes	Social Worker - Municipal Social Welfare and Development Office

	<p>2.2. Forward the documents to the Mayor's Office for approval</p> <p>2.3. Review the attached documents, record & indicate the amount of financial assistance</p> <p>2.4 Approval of the documents</p> <p>2.5. Forward the documents back to MSWD Office and attach financial documents for processing</p> <p>2.6 Attached all signed documents by the client to the approved documents from the Mayor's Office</p> <p>2.7 Submit to Budget Office for processing</p> <p>2.8 Check, review, and control the availability of the appropriation</p> <p>2.9 Submit to Accounting Office for processing</p> <p>2.10 Check completeness of the supporting documents with proper approval</p> <p>2.11 Submit to Mayor's Office for approval</p>		<p>1 Working Day</p> <p>30 Minutes</p> <p>30 Minutes</p> <p>45 Minutes</p> <p>30 Minutes</p> <p>1 Hour</p> <p>15 Minutes</p> <p>1 Working Day</p> <p>20 Minutes</p>	<p>Process Server – Municipal Social Welfare and Development Office</p> <p>Administrative Aide – Mayor's Office</p> <p>Municipal Mayor</p> <p>Process Server – Mayor's Office</p> <p>Administrative Aide – Municipal Social Welfare and Development Office</p> <p>Process Server – Municipal Social Welfare and Development Office</p> <p>Administrative Aide – Municipal Budget Office</p> <p>Process Server – Municipal Budget Office</p> <p>Admin Staff – Municipal Accounting Office</p>
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	<p>2.12 Record, review, and approved the documents</p> <p>2.13 Submit to Treasurer's Office for funding</p> <p>2.14 Prepare cash advance documents & encashment of the check</p> <p>2.15 Inform the MSWD on the availability of cash</p> <p>2.16 Inform the client of the availability of cash through a letter</p>		<p>1 Working Day</p> <p>30 Minutes</p> <p>1 Working Day</p> <p>30 Minutes</p> <p>1 Working Day</p>	<p>Process Server - Municipal Accounting Office</p> <p>Admin Staff – Mayor's Office Municipal Mayor</p> <p>Process Server - Municipal Treasurer's Office</p> <p>Disbursing Officer – Municipal Treasurer's Office</p> <p>Disbursing Officer - Municipal Treasurer's Office</p> <p>Messenger – Municipal Social Welfare and Development Office</p>
3. Claim cash assistance at the Treasurer's Office	<p>3.1 Issue a claim stub to the client</p> <p>3.2 Refer the client to Municipal Treasurer's Office to claim the cash</p> <p>3.3. Forward the documents back to the MSWD Office and attach financial documents for processing</p> <p>3.4 Let the client sign the cash assistance payroll & release the cash</p>	None	<p>10 Minutes</p> <p>30 Minutes</p> <p>10 Minutes</p>	<p>Administrative Aide – Municipal Social Welfare and Development Office</p> <p>Administrative Aide – Municipal Social Welfare and Development Office</p> <p>Process Server – Municipal Social Welfare and Development Office</p>

			5 Minutes	Disbursing Officer – Municipal Treasurer’s Office
4. Accomplish the CSS and drop it in the Feedback Box	4.1. Request client to accomplish the client satisfaction survey either through hard copy or google form via link	None	10 Minutes	Public Assistance Complaint Desk – Municipal Treasurer’s Office
	Total	None	5 Days, 6 hours 35 minutes	

5.2 Issuance of Person with Disability (PWD) Certification

This service caters to the request of the person with disability client for the Issuance of a Person with Disability (PWD) Certificate.

Office or Division:	Municipal Social Welfare and Development Office- Person's with Disability Affairs Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Person with Disability who is a Filipino citizen residing in the municipality of Tagoloan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PWD I.D (1 Original Copy)		1. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the PWD ID	1.1 Conduct a short interview as to the purpose of the client 1.2 Approval and signatory of MSWD Officer	None	30 Minutes	Admin Staff – Municipal Social Welfare and Development Office
2. Receive the certificate and fill out the logbook	2.1 Release the certificate	None	10 Minutes	Admin Staff – Municipal Social Welfare and Development Office
4. Accomplish the CSS and drop it in the Feedback Box	4.1. Request client to accomplish the client satisfaction survey either through hard copy or google form via link	None	10 Minutes	Public Assistance Complaint Desk – Municipal Social Welfare and Development Office
	Total	None	50 minutes	

5.3 Issuance of PWD Identification Card

This service caters the request of the client for the issuance of Person with Disability (PWD) Identification Card. The PWD ID is the mandatory identification card given for persons with disabilities and it is issued by the Persons with Disability Affairs Office or Municipal Social Welfare and Development Office where the PWD resides. The cardholder is entitled to certain privileges and benefits such as discounts on goods, services, and transportation as mandated by the law.

Office or Division:	Municipal Social Welfare and Development Office/Person's with Disability Affairs Office
Classification:	Complex Transaction
Type of Transaction:	G2C – Government to Client
Who may avail:	Person with Disability who is a Filipino citizen residing in the municipality of Tagoloan
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>New Applicant:</p> <ol style="list-style-type: none"> 1. Philippine Registry Form for PWD Version 2.0 (1 copy) 2. Medical Abstract/Medical Certificate (1 photo copy & 1 original copy) 3. Disability Certificate (1 photo copy & 1 original copy) 4. PSA Birth Certificate (1 photocopy) 5. Barangay Certificate of Residency (1 original copy) 6. Blood Type 7. 1x1 ID Picture (4 pcs.) 8. Brown Folder (short size 1 pc.) <p>Lost PWD ID:</p> <ol style="list-style-type: none"> 1. Police Report (1 Original Copy) 2. Affidavit of Loss (1 Original Copy) <p>Renewal of PWD ID:</p> <ol style="list-style-type: none"> 1. Old PWD ID 2. 1x1 ID Picture (4pcs.) 	<p>PDAO Hospital (Attending Physician)</p> <p>Hospital (Attending Physician) Philippine Statistic Authority/Local Civil Registrar Barangay Hall Hospital/Rural Health Unit (for unknown blood type) Client Client Client</p> <p>PNP Office Lawyer</p> <p>Client Client Barangay Hall Client</p>

3. Barangay Certificate of Residency (1 Original copy) 4. Brown Folder (short size 1 pc.)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For New Applicant				
1. Sec Provide the DOH Philippine Registry Form for PWD version 4.0 and checklist of documentary	1.1 Conduct intake interview. 1.2 Inform the client on the procedures and steps	None	10 Minutes	Admin Staff – Municipal Social Welfare and Development Office
2. Comply the requirements available in the barangay and look for the Barangay Health Worker assigned by Zone/Purok to be included in the PWD Health Registry Baseline in the barangay survey and coordinate with your PWD President to be included in the monitoring of officially registered PWD. (Ask both signatories for compliance of requirements.)	2. BLGU will facilitate enrollment of the PWD thru BHW and PWD President for registry and monitoring.	None	3 Hours	Barangay Health Workers Barangay President for Persons With Disability Organization
3. Proceed to Municipal Health Office and ask for	3. MHO will attest and certify to the condition of the person as PWD based on supporting	None	2 Hours	Municipal Health Office

the signatory of the Municipal Health Officer.	documents presented and physical examination (if needed)			
4. Proceed to MSWD Main Office and ask for the approval of the MSWDO.	4. MSWD Officer review the attached documents and approve if qualified	None	20 Minutes	Admin Staff – Municipal Social Welfare and Development Office
5. Return to PDAO and submit the required documents needed for the issuance of PWD ID.	5.1 Receive the required documents and verify for completeness then advise client to wait for an update from PDAO staff on the exact date of issuance	None	10 Minutes	Admin Staff - Municipal Social Welfare and Development Office
	5.2 Prepare PWD ID		20 Minutes	Admin Staff – Municipal Social Welfare and Development Office
	5.3 Forward the PWD to MSWDO for signature		30 Minutes	Process Sever – Municipal Social Welfare and Development Office
	5.4 Approval of PWD ID by MSWDO		20 Minutes	Municipal Social Welfare and Development Officer
	5.5 Forward to LCE for approval		30 Minutes	Process Sever – Municipal Social Welfare and Development Office
	5.6 Review, record and approve the PWD I.D		2 Working Days	Admin Staff – Mayor’s Office

	5.7 Forward the approved PWD ID MSWD-PDAO 5.8 Inform the client on the availability of the PWD ID		30 Minutes	Municipal Mayor Process Sever – Mayor’s Office Messenger - Municipal Social Welfare and Development Office
6. Received the PWD I.D and sign the logbook	6.1 Validate with the client on the information and release the PWD ID to client.	None	5 Minutes	Admin Staff – Municipal Social Welfare and Development Office
7. Accomplish the Client Satisfaction Survey and drop it in the feedback box.	7.1 Request client to accomplish the CSS either google form via link or pen and paper.	None	10 Minutes	Public Assistance Complaint Desk – Municipal Social Welfare and Development Office
		Total	2 Days, 8 Hours & 5 Minutes	

For Renewal of PWD ID				
1. Submit required documents	1.1 Receive the required documents and verify for completeness then advise client to wait for an update from PDAO staff on the possible date of release	None	10 Minutes	Administrative Aide – Municipal Social Welfare and Development Office
	1.2 Prepare PWD ID		20 Minutes	Administrative Aide – Municipal Social Welfare and Development Office
	1.3 Forward the PWD to MSWDO for signature		30 Minutes	Process Server – Municipal Social Welfare and Development Office
	1.4 MSWDO sign the PWD ID		20 Minutes	Municipal Social Welfare and Development Officer
	1.5 Forward to LCE for approval		30 Minutes	Process Server – Municipal Social Welfare and Development Officer
	1.6 Review, record and approve the PWD I.D		2 Working Days	Admin Staff – Mayor’s Office Municipal Mayor
	1.7 Forward the approved PWD ID MSWD-PDAO		30 Minutes	Process Server – Mayor’s Office
	1.8 Inform the client on the availability of the PWD ID		1 Day	Messenger – Municipal Social Welfare and Development Office

2. Sign in the client's logbook and receive PWD ID.	2.1 Check the information and issue the PWD ID	None	5 Minutes	Admin Staff – Municipal Social Welfare and Development Office
3. Accomplish the Client Satisfaction Survey and drop it in the feedback box.	3.1 Request the client to accomplish the CSS either google form via link or pen and paper.	None	10 Minutes	Public Assistance Complaint Desk – Municipal Social Welfare and Development Office
		Total	3 Days, 2 Hours & 35 minutes	

For Lost PWD ID				
1. Submit require documents	1.1 Receive the required documents and verify for completeness then advise client to wait for an update from PDAO staff on the possible date of release	None	10 Minutes	Admin Staff – Municipal Social Welfare and Development Office
	1.2 Prepare PWD ID		20 Minutes	Admin Staff – Municipal Social Welfare and Development Office
	1.3 Forward the PWD to MSWDO for signature		30 Minutes	Process Sever – Municipal Social Welfare and Development Office
	1.4 MSWDO sign the PWD ID		20 Minutes	M Municipal Social Welfare and Development Officer
	1.5 Forward to LCE for approval		30 Minutes	Process Sever – Municipal Social Welfare and Development Office

	<p>1.6 Review, record and approve the PWD I.D</p> <p>1.7 Forward the approved PWD ID MSWD-PDAO</p> <p>1.8 Inform the client on the availability of the PWD ID</p>		<p>2 Working Days</p> <p>30 Minutes</p> <p>1 Day</p>	<p>Admin Staff – Mayor’s Office Municipal Mayor</p> <p>Process Server – Mayor’s Office</p> <p>Messenger – Municipal Social Welfare and Development Office</p>
2. Sign in the client’s logbook and receive PWD ID.	2.1 Check the information and issue the PWD ID	None	5 Minutes	Admin Staff – Municipal Social Welfare and Development Office
3. Accomplish the Client Satisfaction Survey and drop it in the feedback box.	3.1 Request the client to accomplish the CSS either google form via link or pen and paper.	None	10 Minutes	Public Assistance Complaint Desk – Municipal Social Welfare and Development Office
	Total	None	3 Days, 2 Hours & 35 minutes	

5.4 Issuance of PWD Purchase Booklet for Basic Necessities & Prime Commodities

This service caters the request of the client for the issuance of PWD Purchase Booklet for Basic Necessities. Implementing Rules and Regulations on the Grants and Discounts to Persons with Disability on the Purchase of Necessities and Prime Commodities pursuant to Magna Carta for Persons with Disability and Other Purposes.

Office or Division:	Municipal Social Welfare and Development Office/Person's with Disability Affairs Office			
Classification:	Complex Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Person with Disability who is a Filipino citizen residing in the municipality of Tagoloan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PWD ID (1 copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Receive and verify the completeness of the requirement then advise the client to wait for an update from PDAO staff on the exact date of issuance	None	10 Minutes	Admin Aide – Municipal Social Welfare and Development Office
	1.2 Prepare PWD Purchase Booklet		15 Minutes	Admin Aide – Municipal Social Welfare and Development Office
			30 Minutes	Process Server – Municipal Social

	1.3 Forward to Mayor's Office for signatory			Welfare and Development Office
	1.4 Check data, verify, record, and approve		2 Days	Administrative Aide – Mayor's Office Municipal Mayor
	1.5 Return PWD Booklet and supporting documents to MSWD – PDAO		30 Minutes	Process Serve – Mayor's Office
	1.6 Contact and inform the client for the issuance of Booklet		1 Day	Messenger – Municipal Social Welfare and Development Office
2. Receive PWD Booklet and sign the logbook	2. Check the information and issue the PWD Booklet	None	5 Minutes	Staff Admin – Municipal Social Welfare and Development Office
3. Accomplish the Client Satisfaction Survey and drop it in the feedback box.	3. Request the client to accomplish the CSS either google form via link or pen and paper.	None	10 Minutes	Public Assistance Complaint Desk – Municipal Social Welfare and Development Office
	Total	None	3 Days, 1 Hour & 40 Minutes	

5.6 Issuance of PWD Purchase Booklet for Medicine

This service caters the request of the client for the issuance of PWD Purchase Booklet for Medicine. “An Act Expanding the Benefits and Privileges of Persons with Disability”, for the Provision of Medical and Health-related Discounts and Special Privileges.

Office or Division:	Municipal Social Welfare and Development Office/Person’s with Disability Affairs Office			
Classification:	Complex Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	1. Person with Disability who is a Filipino citizen residing in the municipality of Tagoloan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PWD ID Card (Original)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Receive and verify the completeness of the requirement then advise the client to wait for an update from PDAO staff on the exact date of issuance	None	10 Minutes	Admin Aide – Municipal Social Welfare and Development Office
	1.2 Prepare PWD Purchase Booklet		15 Minutes	Admin Aide – Municipal Social Welfare and Development Office
	1.3 Forward to Mayor’s Office for approval		30 Minutes	Process Server - Municipal Social Welfare and Development Office

	1.4 Check data, verify, record, and approve		2 Days	Staff Admin – Mayor’s Office Municipal Mayor
	1.5 Return PWD Booklet and supporting documents to MSWD – PDAO		30 Minutes	Process Serve – Mayor’s Office
	1.6 Contact and inform the client for the issuance of Booklet		1 Day	Messenger – Municipal Social Welfare and Development Office
2. Receive PWD Booklet and sign the logbook	2. Check the information and issue the PWD Booklet	None	5 Minutes	Staff Admin – Municipal Social Welfare and Development Office
3. Accomplish the Client Satisfaction Survey and drop it in the feedback box.	3. Request the client to accomplish the CSS either google form via link or pen and paper.	None	10 Minutes	Public Assistance Complaint Desk – Municipal Treasurer’s Office
	Total	None	3 Days, 1 Hour & 40 Minutes	

5.7 Request Burial Assistance for PWD

This service caters the request of the client for Burial Assistance. This assistance is intended to help families of a deceased Person with Disability (PWD) through cash assistance to be used during the wake period and whatever purposes intended for the burial. This service is limited only on the approved budget appropriation.

Office or Division:	Municipal Social Welfare and Development Office/Person's with Disability Affairs Office			
Classification:	Complex Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Immediate family member/representative of a deceased PWD residing in the municipality of Tagoloan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Indigency/Barangay Certification - Stating Purpose: Burial Assistance (1 Original Copy)		Barangay Hall		
2. Death Certificate of a PWD (1 Photocopy)		Hospital/ Local Civil Registrar		
3. Valid ID/ Barangay Clearance of the Representative (1 Original copy, 1 Photocopy)		Client/Barangay Hall		
4. Original PWD ID		Family of the Deceased PWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required complete documents.	1.2 Conduct intake and interview.	None	30 Minutes	Admin Staff – Municipal Social Welfare and Development Office
2. Sign the documents	2.1 Prepare the financial assistance documents & let the client sign the documents	None	45 Minutes	Social Worker – Municipal Social Welfare and Development Office
	2.2 Inform the client of a schedule of release		10 Minutes	Social Worker – Municipal Social Welfare and Development Office

	2.3. Forward the documents to the Mayor's Office for approval		30 Minutes	Process Server – Municipal Social Welfare and Development Office
	2.4. Review the attached documents, record & indicate the amount of financial assistance		1 Working Day	Admin Staff – Mayor's Office
	2.5 Approval of the documents		30 Minutes	Municipal Mayor
	2.5. Forward the documents back to MSWD Office and attach financial documents for processing		45 Minutes	Process Server – Mayor's Office
	2.6 Attached all signed documents by the client to the approved documents from Mayor's Office		30 Minutes	Administrative Aide – Municipal Social Welfare and Development Office
	2.7 Submit to Budget Office for processing		1 Hour	Process Server – Municipal Social Welfare and Development Office
	2.8 Check, review, and control availability of appropriation		15 Minutes	Admin Staff – Municipal Budget Office
	2.9 Submit to Accounting Office for processing		1 Working Day	Process Server – Municipal Budget Office

	<p>2.10 Check completeness of the supporting documents with proper approval</p> <p>2.11 Submit to Mayor's Office for approval</p> <p>2.12 Record, review, and approved the documents</p> <p>2.13 Submit to Treasurer's Office for funding</p> <p>2.14 Prepare cash advance documents & encashment of check</p> <p>2.15 Inform the MSWD on the availability of cash</p> <p>2.16 Inform the client of the availability of cash through a letter</p>		<p>20 Minutes</p> <p>1 Working Day</p> <p>30 Minutes</p> <p>1 Working Day</p> <p>30 Minutes</p>	<p>Admin Staff – Municipal Accounting Office</p> <p>Process Server – Municipal Accounting Office</p> <p>Admin Staff – Mayor's Office Municipal Mayor</p> <p>Process Server – Mayor's Office</p> <p>Disbursing Officer – Municipal Treasurer's Office</p> <p>Disbursing Officer – Municipal Treasurer's Office</p> <p>Messenger – Municipal Social Welfare and Development Office</p>
3. Claim cash assistance at the Treasurer's Office	<p>3.1 Issue a claim stub to the client</p> <p>3.2 Refer the client to Municipal Treasurer's Office to claim the cash</p>	None	<p>10 Minutes</p> <p>30 Minutes</p>	<p>Admin Staff – Municipal Social Welfare and Development Office</p> <p>Process Server - Municipal Social Welfare and Development Office</p>

	3.3. Let the client sign the cash assistance payroll & release the cash		5 Minutes	Disbursing Officer – Municipal Treasurer’s Office
4. Accomplish the Client Survey Service and drop it in the Feedback Box	4. Request the client to accomplish the client satisfaction survey (CSS) either through hard Google form via a link	None	10 Minutes	Public Assistance Complaint Desk – Municipal Treasurer’s Office
	Total	None	4 Days, 7 Hours & 20 Minutes	

5.8 Request for Livelihood Assistance for PWD

This service processes the requests of clients for PWD Livelihood through financial assistance. The assistance supports the existing business of the client to attain financial independence. This service is limited only on the approved budget appropriation.

Office or Division:	Municipal Social Welfare and Development Office Emergency Division			
Classification:	Complex Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Person with Disability who is a Filipino citizen residing in the municipality of Tagoloan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Indigency/Barangay Certification Stating Purpose: Financial Assistance/Livelihood Assistance (1 Original Copy)		Barangay Hall		
2. Proof/Picture of Existing Business (1 Original Copy)		Client		
3. PWD ID of Client		Client		
4. Project Proposal on the identified livelihood project		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required complete documents.	1.1 Review the documents submitted, conduct intake and interview.	None	30 Minutes	Admin Staff – Municipal Social Welfare and Development Office
	1.2 Inform the client of a schedule of home visitation for verification		10 Minutes	Admin Staff – Municipal Social Welfare and Development Office
2. Accommodate the worker & allow them to inspect	2.1 Conduct home visitation for verification	None	1 Working Day	Social Worker - Municipal Social Welfare and Development Office

the possible location of the project	2.2 Advice and inform the client of a schedule orientation			
3. Attend, listen and take notes during orientation	3.1 Conduct orientation on livelihood scheme, financial literacy & policies	None	2 Hours	Social Worker - Municipal Social Welfare and Development Office
4. Sign the financial documents	2.1 Advice and inform the client on the schedule of possible release	None	5 Minutes	Social Worker - Municipal Social Welfare and Development Office
	2.2. Forward the documents to the Mayor's Office for approval		30 Minutes	Process Server – Municipal Social Welfare and Development Office
	2.3. Review the attached documents, record & indicate the amount of financial assistance		1 working day	Admin Staff – Mayor's Office
	2.4 Approval of the documents		30 Minutes	Municipal Mayor
	2.5. Forward the documents back to MSWD Office and attach financial documents for processing		20 Minutes	Process Server – Mayor's Office
	2.6 Attached all signed documents by the client to the approved documents from the Mayor's Office		30 Minutes	Admin. Aide - MSWD
	2.7 Submit to Budget Office for processing			

	2.8 Check, review, and control availability of appropriation		45 Minutes	Process Server – Municipal Social Welfare and Development Office
	2.9 Submit to Accounting Office for processing		10 Minutes	Admin Staff – Municipal Budget Office
	2.10 Check completeness of the supporting documents with proper approval		1 Working Day	Process Server – Municipal Budget Office
	2.11 Submit to Mayor’s Office for approval		15 Minutes	Admin Staff – Municipal Accounting Office
	2.12 Record, review, and approve the documents		1 Working Day	Process Server – Municipal Accounting Office
	2.13 Submit to Treasurer’s Office for funding		30 Minutes	Admin Staff – Mayor’s Office Municipal Mayor
	2.14 Prepare cash advance documents & encashment of the check		1 Working Day	Process Server – Municipal Treasurer’s Office
	2.15 Inform the MSWD on the availability of cash		30 Minutes	Disbursing Officer – Municipal Treasurer’s Office

	2.16 Inform the client of the availability of cash through a letter		1 Working Day	Disbursing Officer – Municipal Treasurer’s Office Messenger – Municipal Social Welfare and Development Office
3. Claim cash assistance at the Treasurer’s Office	3.1 Issue a claim stub to the client	None	10 Minutes	Admin Staff – Municipal Social Welfare and Development Office
	3.2 Refer the client to Municipal Treasurer’s Office to claim the cash		30 Minutes	Process Server – Municipal Social Welfare and Development Office
	3.3. Let the client sign the cash assistance payroll & release the cash		5 Minutes	Disbursing Officer – Municipal Treasurer’s Office
4. Accomplish the CSS and drop it in the Feedback Box	4. Request client to accomplish the client satisfaction survey either through hard copy or google form via link	None	10 Minutes	Public Assistance Complaint Desk – Municipal Treasurer’s Office
	Total	None	4 Days, 6 Hours 30 Minutes	