

8. Senior Citizen's Welfare

8.1 Issuance of Senior Citizen Medicine & Grocery Booklet

This service is for all senior citizen's used them to avail a discount of 20% medicine / dental/ laboratory to all government facilities,

Office or Division:	Municipal Social Welfare and Development Office/ Office of the Senior Citizen's Affairs Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Registered Senior Citizen and residents Tagoloan, Misamis Oriental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Senior Citizen ID 2. Photocopy of the Senior Citizen's (1 Copy)		Client Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	2.1 Conduct interview	None	10 Minutes	Admin Aide – Municipal Social Welfare and Development Office
	2.2 Prepare medicine booklet		10 Minutes	Admin Aide – Municipal Social Welfare and Development Office
	2.3 Forward to OSCA Head for approval and signature		5 minutes	Focal Person
2. Received & sign the logbook	2. Release the certificate & let the client sign the logbook	None	10 Minutes	Social Worker – Municipal Social Welfare and Development Office

3. Accomplish the CSS and drop it in the Feedback Box	3. 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	45 Minutes	

8.2 Issuance of Senior Citizens Identification Card and Grocery Booklet

This service is to all Senior Citizen's ages 60 years old and above. The Senior Citizen's identification card all the card holders avail the 20% discount for land, water, and air transportation, 12% VAT discount for groceries, and 5% discount for water and electric bills.

Office or Division:	Municipal Social Welfare and Development Office/ Office of the Senior Citizen's Affairs Office	
Classification:	Complex Transaction	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Residents of the municipality of Tagoloan and Must be 60 years old and above on the day of application	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>New Applicant:</p> <ol style="list-style-type: none"> 1. Senior Citizen Application form 2. PSA/Birth Certificate (1 Photocopy) 3. Barangay Certificate of Residency (1 Original & 1 Photocopy) 4. Blood Typing Result 5. 1 pc 1x1 ID Picture 5. 1 pc 2x2 ID Picture <p>Lost of ID: Any of the following requirements</p> <ol style="list-style-type: none"> 1. Police Report (1 Original copy) 2. Affidavit of Loss (1 Original copy) <p>Transfer for Membership:</p> <ol style="list-style-type: none"> 1. Senior Citizen ID (1 Original copy) 2. Certificate of Transfer of Residency (1 Original copy) 		<p>Senior Citizen's Office Philippine Statistic Authority Barangay Hall Hospital/Rural Health Unit Client Client</p> <p>PNP Office Lawyer</p> <p>MSWDO/OSCA (Former Place of Origin)</p>

For New Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Conduct intake interview and provide the Application Form	None	10 Minutes	Admin Aide - MSWD
2. Accomplish the Application Form & submit it to OSCA Staff	2.1 Review the application form for accuracy & completeness of data	None	10 Minutes	Admin Aide – MSWD
	2.2 Inform the client of the possible release of the Senior Citizen’s I.D Card		5 Minutes	Admin Aide – MSWD
	2.3 Prepare the Senior Citizen’s I.D Card		30 Minutes	Admin Aide – MSWD
	2.4 Endorse the complete documents & Senior Citizen’s I.D to MSWDO for review and approval		30 Minutes	Process Server–MSWD MSWDO
	2.5 Forward to Mayor’s Office for approval		30 Minutes	Process Server–MSWD
	2.6 Check the data, review the supporting documents, record and approve the Senior Citizen’s I.D		2 Days	Admin Staff - MO Municipal Mayor
	2.7 Inform the client on the availability of the Senior Citizen’s I.D		1 Day	Messenger - MSWD
3. Received & sign the logbook	3. Release the certificate & let the client sign the logbook	None	10 Minutes	Admin Staff – MSWD
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	PCAD - MSWD
	Total	None	3 Days, 2 Hours & 15 Minutes	
For Lost Senior Citizen’s ID				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Conduct intake interview and provide the Application Form	None	10 Minutes	Admin Aide – Municipal Social Welfare and Development Office
2. Accomplish the Application Form & submit it to OSCA Staff	2.1 Review the application form for accuracy & completeness of data	None	10 Minutes	Admin Aide – Municipal Social Welfare and Development Office
	2.2 Inform the client of the possible release of the Senior Citizen’s I.D		5 Minutes	Admin Aide – Municipal Social Welfare and Development Office
	2.3 Prepare the Senior Citizen’s I.D		30 Minutes	Admin Aide – Municipal Social Welfare and Development Office
	2.4 Endorse the complete documents & Senior Citizen’s I.D to MSWDO for review and approval		30 Minutes	Process Server– Municipal Social Welfare and Development Office and Municipal Social Welfare and Development Officer
	2.5 Forward to the Mayor’s Office for approval		30 Minutes	Process Server – Municipal Social Welfare and Development Office
			2 Working Days	

	<p>2.6 Check the data, review the supporting documents, record, and approve the Senior Citizen's I.D</p> <p>2.7 Forward the approved Senior Citizen's I.D to MSWD-PDAO</p> <p>2.8 Inform the client on the availability of the Senior Citizen's I.D</p>		<p>30 Minutes</p> <p>1 Working 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>
3. Received & sign the logbook	3. Release the certificate & let the client sign the logbook	None	10 Minutes	Administrative Aide – Municipal Social Welfare and Development 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 Social Welfare and Development Office
	Total	None	3 Days, 2 Hours & 45 Minutes	

8.3 Provision of Assistive Device for Senior Citizen

This service is for Indigent Senior Citizen who seek assistance an assistive device. This is limited based on the budget allocation.

Office or Division:	Municipal Social Welfare and Development Office - Office of the Senior Citizen Affairs			
Classification:	Complex Transaction			
Type of Transaction:	G2C-Government to Client			
Who may avail:	Senior Citizens with disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Senior Citizens ID (1Photocopy) 2. Senior Citizen Association Certification 3. Senior Citizen Picture whole body (1 Photocopy) 4. Medical Certificate (1 copy)		Client SC Association President where he/she belong Client Attending Physician		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required complete documents.	1. Review the documents submitted and conduct intake interview.	None	30 Minutes	Administrative Aide – 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	Administrative Aide – Municipal Social Welfare and Development Office
	2.2 Inform the client of a schedule of release		10 Minutes	Administrative Aide – 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
	2.3. Review the attached documents, record & indicate the amount of financial assistance		1 Working Day	

	2.4 Approval of the documents			Admin Staff – Mayor’s Office
	2.5. Forward the documents back to MSWD Office and attach financial documents for processing		30 Minutes	Municipal Mayor
			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	
	2.7 Submit to Budget Office for processing		1 Hour	Administrative Aide - Municipal Social Welfare and Development Office
	2.8 Check, review, and control availability of appropriation		15 Minutes	Process Server – Municipal Social Welfare and Development Office
	2.9 Submit to Accounting Office for processing		1 Working Day	Admin Aide – Municipal Social Welfare and Development Office
	2.10 Check completeness of the supporting documents with proper approval		20 Minutes	Process Server – Municipal Budget Office
	2.11 Submit to Mayor’s Office for approval			Admin Staff – Municipal Accounting Office
	2.12 Record, review, and approved the documents		1 Working Day	Process Server – Municipal Accounting Office
			30 Minutes	

	<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>1 Working Day</p> <p>30 Minutes</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>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. Let the client sign the cash assistance payroll & release the cash</p>	None	<p>10 Minutes</p> <p>30 Minutes</p> <p>5 Minutes</p>	<p>Admin Staff – Municipal Social Welfare and Development Office</p> <p>Process Server – Municipal Social Welfare and Development Office</p> <p>Disbursing Officer – Municipal Treasurer's Office</p>
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 copy or Google form via a link	None	10 Minutes	Public Assistance Complaint Desk – Municipal Treasurer's Office
	Total	None	4 Days & 7 Hours	

8.4 Provision of Food Assistance to Bedridden Senior Citizen

This service is for all Senior Citizen who are bedridden and needs of food assistance. This service is limited only on the approved budget appropriation.

Office or Division:	Municipal Social Welfare and Development Office -Office of the Senior Citizen Affairs
Classification:	Complex Transaction
Type of Transaction:	G2C-Government to Client
Who may avail:	Indigent bedridden Senior Citizen
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Senior Citizens ID (1photocopy) 2. Senior Citizen Association Certification (1 Original Copy) 3. Senior Citizen Picture whole body (1Photocopy)	1. MSWD - OSCA 2. OSCA Head / SC Association President where he/she belong 3. Client

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Family of the bedridden senior citizen submit the complete required complete documents.	1.1 Review the documents submitted and conduct intake interview.	None	30 Minutes	Administrative Aide – Municipal Social Welfare and Development Office
	1.2 Inform the client on the schedule of home visitation for validation and assessment		10 Minutes	Administrative Aide – Municipal Social Welfare and Development Office
2. Accommodate the worker & allow them to visit and talk with the bedridden senior citizen	2.1 Conduct home visitation for verification and assessment 2.2 Advice and inform the client of a schedule orientation	None	1 Day	Social Worker - Municipal Social Welfare and Development Office
3. Sign the documents	3.1 Prepare the financial assistance documents & let the client sign the documents	None	45 Minutes	Administrative Aide – Municipal Social Welfare and Development Office

	3.2 Inform the client on a schedule of release		10 Minutes	Administrative Aide – Municipal Social Welfare and Development Office
	3.3. Forward the documents to the Mayor’s Office for approval		30 Minutes	Process Server - Municipal Social Welfare and Development Office
	3.3. Review the attached documents, record & indicate the amount of financial assistance		1 Working Day	Admin Staff – Mayor’s Office Municipal Mayor
	3.4 Approval of the documents		30 Minutes	
	3.5. Forward the documents to the MSWD Office		45 Minutes	Process Server – Mayor’s Office
	3.6 Attached all signed documents by the client to the approved documents from the Mayor’s Office		30 Minutes	Administrative Aide – Municipal Social Welfare and Development Office
	3.7 Submit to Budget Office for processing		1 Hour	Process Server – Municipal Social Welfare and Development Office
	3.8 Check, review, and control availability of appropriation		15 Minutes	Admin Staff – Municipal Budget Office
	3.9 Submit to Accounting Office for processing		1 Working Day	Process Server – Municipal Budget Office
				Admin Staff – Municipal Accounting Office

	<p>3.10 Check the completeness of the supporting documents with proper approval</p> <p>3.11 Submit to Mayor's Office for approval</p> <p>3.12 Record, review, and approve the documents</p> <p>3.13 Submit to Treasurer's Office for funding</p> <p>3.14 Prepare cash advance documents & encashment of check</p> <p>3.15 Inform the MSWD on the availability of cash</p> <p>3.16 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>1 Working Day</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>
4. Claim cash assistance at the Treasurer's Office	<p>4.1 Issue a claim stub to the client</p> <p>4.2 Refer the client to the Municipal Treasurer's Office to claim the cash</p>	None	<p>10 Minutes</p> <p>30 Minutes</p>	<p>Administrative Aide – Municipal Social Welfare and Development Office</p> <p>Process Server – Municipal Social Welfare and Development Office</p>

	4.3. Forward the documents back to the MSWD Office and attach financial documents for processing		10 Minutes	Disbursing Officer – Municipal Social Welfare and Development Office
	4.4 Sign the cash assistance payroll & release the cash		5 Minutes	Disbursing Officer – Municipal Treasurer’s Office
5. Accomplish the Client Survey Service and drop it in the Feedback Box	5. Request the client to accomplish the client satisfaction survey (CSS) either through hard copy or Google form via a link	None	10 Minutes	Public Assistance Complaint Desk – Municipal Treasurer’s Office
	Total	None	5 Days, 6 Hours & 30 Minutes	

8.5 Provision of Burial Assistance for Senior Citizen

This service is to give financial to the bereaved family of the departed Senior Citizen to be used during the wake for food and other expenses incurred. This service is limited only on the approved budget appropriation.

Office or Division:	Municipal Social Welfare and Development Office/ Office of the Senior Citizen's Affairs Office			
Classification:	Complex Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents of the Municipality of Tagoloan and currently registered at OSCA Tagoloan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Barangay Indigency (1 Original Copy, 1 Photocopy) 2.Death Certificate of a SC (1 Photocopy) 3.Valid ID/ Barangay Clearance of the Representative (1 Original Copy & 1 Photocopy) 4.Original Senior Citizen's ID		1. Barangay Hall 2. Local Civil Registrar 3. Client/Barangay Hall 4. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required complete documents.	1. Review the documents submitted and conduct intake interview.	None	30 Minutes	Administrative Aide – 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	Administrative Aide – Municipal Social Welfare and Development Office
	2.2 Inform the client of a schedule of release		10 Minutes	Administrative Aide – Municipal Social Welfare and Development Office
			30 Minutes	

	2.3. Forward the documents to the Mayor's Office for approval			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		45 Minutes	Process Server - MO
	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	Administrative Aide – Municipal Social Welfare and Development Office
	2.9 Submit to Accounting Office for processing		1 Working Day	Admin Staff – Municipal Budget Office
			20 Minutes	

	<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>1 Working Day</p> <p>30 Minutes</p> <p>1 Working Day</p> <p>30 Minutes</p>	<p>Process Server – Municipal Budget Office</p> <p>Admin Staff – Municipal Accounting Office</p> <p>Process Server – Municipal Accounting Office</p> <p>Admin Staff – Mayor's Office</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 the 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. Forward the documents back to the MSWD Office and attach financial documents for processing		10 Minutes	Disbursing Officer – Municipal Social Welfare and Development Office
	3.4 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 copy or Google form via a link	None	10 minutes	Public Assistance Complaint Desk – Municipal Treasurer’s Office

8.6 Request for Financial Assistance to In-crisis Senior Citizen (FAICS)

This service is for Senior Citizens who are in crisis situation needing financial help to purchase of food and non-food items such as; medicines, hospital bill, food, transportation and other basic needs of senior citizens. This assistance is limited and based on the budget allocation

Office or Division:	Municipal Social Welfare and Development Office/ Office of the Senior Citizen's Affairs Office			
Classification:	Complex Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Indigent and or in crisis senior citizen and a resident of Tagoloan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Barangay Indigency (1 Original copy) Barangay Indigency (1 Photocopy) 2.Hospital bill /Medical Prescription/Medical Abstract (1 Original Copy, 1 Photocopy) 3.SC ID (1 Original Copy, 1 Photocopy) For Representative – (1 Valid ID & 1 Photocopy)			1. Barangay Hall 2. Attending Physician 3. Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents.	1. Review the documents submitted and conduct intake interview.	None	30 Minutes	Administrative Aide – 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	Administrative Aide – Municipal Social Welfare and Development Office

	2.2 Inform the client of a schedule of release		10 Minutes	Administrative Aide – 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
	2.3. 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		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	Process Server – Municipal Social Welfare and Development Office
	2.7 Submit to Budget Office for processing		1 Hour	Admin Aide – 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
	2.10 Check completeness of the supporting documents with proper approval		20 Minutes	Process Server – Municipal Accounting Office
	2.11 Submit to Mayor’s Office for approval		1 Working Day	Admin Staff – Mayor’s Office
	2.12 Record, review, and approved the documents		30 Minutes	Municipal Mayor Process Server – Mayor’s Office
	2.13 Submit to Treasurer’s Office for funding		1 Working Day	Disbursing Officer – Municipal Treasurer’s Office
	2.14 Prepare cash advance documents & encashment of check		30 Minutes	Disbursing Officer – Municipal Treasurer’s Office
	2.15 Inform the MSWD on the availability of cash			Messenger – Municipal Social Welfare and Development Office
	2.16 Inform the client of the availability of cash through a letter			
3. Claim cash assistance at the Treasurer’s Office	3.1 Issue a claim stub to the client	None	10 Minutes	Administrative Aide – 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 Client Survey Service and drop it in the Feedback Box	4. Request the client to accomplish the client satisfaction survey (CSS) either through hard copy or Google form via a link	None	10 minutes	Public Assistance Complaint Desk – Municipal Treasurer's Office
	Total	None	4 Days, 7 Hours & 10 Minutes	

8.7 Issuance of Certificate of Transfer of Senior Citizen

This service is for senior citizen who will transfer to another place.

Office or Division:	Municipal Social Welfare and Development Office/ Office of the Senior Citizen's Affairs Office
Classification:	Simple Transaction
Type of Transaction:	G2C-Government to Client
Who may avail:	Senior Citizen who will transfer to another place outside the municipality of Tagoloan
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Senior Citizens ID (1 Photocopy) 2. Senior Citizen Association Certification MSWD OSCA Head / SC Association President				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents.	1.1. Review the documents submitted and conduct intake interview.	None	10 Minutes	Administrative Aide – Municipal Social Welfare and Development Office
	1.2. Prepare the certificate		15 Minutes	Administrative Aide – Municipal Social Welfare and Development Office
	1.3 Endorse to MSWDO for review and approval		20 Minutes	Process Server – Municipal Social Welfare and Development Office
	1.4 Review & approve the certificate of transfer		20 Minutes	Municipal Social Welfare and Development Officer

2. Receive the Certification and sign in the logbook	2. Release of Certification	None	5 Minutes	Administrative Aide – Municipal Social Welfare and Development Office
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3. Accomplish the client Satisfaction Survey and drop in the feedback box

3. Request the client to accomplish the client satisfaction survey (CSS) either through hard copy or Google form via a link	None	10 minutes	Public Assistance Complaint Desk – Municipal Treasurer’s Office
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Total	None	1 Hour & 20 Minutes	
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8.8 Request for Livelihood Cash Assistance to Senior Citizen

This service is for all Senior Citizens who are capable of engaging to micro-enterprise

Office or Division:	Municipal Employment Service Office/Office of the Senior Citizens Affairs			
Classification:	Complex Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Registered Senior Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Senior Citizen ID (1 photocopy) 2. Project Proposal (1 Original Copy) 3. Picture of the existing business (1 Original Copy) 4.Certificate of Residency (1 Original copy)		1. MSWD – OSCA 2. Client 3. Client 4. Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents.	1. Review the documents submitted and conduct intake interview.	None	30 Minutes	Administrative Aide – 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	Administrative Aide – Municipal Social Welfare and Development Office
	2.2 Inform the client of a schedule of release		10 Minutes	Administrative Aide – 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

	2.3. Review the attached documents, record & indicate the amount of financial assistance		1 Working Day	Administrative Aide – 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		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	Process Server – Municipal Social Welfare and Development Office
	2.7 Submit to Budget Office for processing		1 Hour	Administrative Aide – Municipal Social Welfare and Development Office
	2.8 Check, review, and control availability of appropriation		15 Minutes	Administrative Aide – Municipal Budget Office
	2.9 Submit to Accounting Office for processing		1 Working Day	Process Server – Municipal Budget Office
	2.10 Check completeness of the supporting documents with proper approval		20 Minutes	Administrative Aide – Municipal Accounting Office

	<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>1 Working Day</p> <p>30 Minutes</p> <p>1 Working Day</p> <p>30 Minutes</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 - MSWD</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. Let the client sign the cash assistance payroll & release the cash</p>	None	<p>10 Minutes</p> <p>30 Minutes</p> <p>5 Minutes</p>	<p>Administrative Aide – Municipal Social Welfare and Development Office</p> <p>Process Server – Municipal Social Welfare and Development Office</p> <p>Disbursing Officer – Municipal Treasurer's Office</p>

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 copy or Google form via a link	None	10 minutes	Public Assistance Complaint Desk – Municipal Treasurer’s Office
	Total	None	4 Days, 7 Hours & 10 Minutes	