



CITY GOVERNMENT OF PASIG OFFICE ON SOCIAL WELFARE AND DEVELOPMENT

NAME OF THE SERVICE:

SECURING SOCIAL CASE STUDY REPORT

DESCRIPTION OF THE SERVICE:

The Office on Social Welfare and Development (OSWD) provides a Social Case Study Report to walk-in client in need of assistance from government hospitals, institutions and non-government organizations. The Social Case Study Report is a requirement to validate the legitimacy of the need for basic social services.

Office or Division:	Office on Social Welfare and Development
Classification:	Simple
Type of transaction:	G2C – Government to Citizens
Who may avail:	Bonafide residents of Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bring the Original and photocopy of the following documents:	
For medical related assistance:	
1. Letter of request from the donor/sponsor	Hospital
2. Endorsement/guarantee letter from the Hospital or requesting agency	Hospital Requesting Agency
3. Medical Certificate or clinical Abstract	Hospital
4. Certificate of Indigency	Office of the Barangay
5. If presently confined: - Partial Hospital Bill - Laboratory request or Doctor's Prescription	Hospital

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	● Check the completeness of requirements	No fees	2 minutes	Assigned Information Desk Officer/s
2. Secure and fill-up General Intake Sheet (GIS)	● Provide General Intake Sheet.	No fees	1 minute	
3. Submit accomplished GIS and requirements	● Receive an accomplished intake sheet and check the veracity of requirements.	No fees	1 minute	
4. Affix signature in the incoming logbook	● Record transactions in the logbook and have the client sign in the logbook.	No fees	1 minute	
Subject oneself to interview, answer to questions asked by the Social Worker	● Interview client and prepare Social Case Study Report	No fees	20 minutes	Registered Social Worker/s
	● Forward Social Case Study Report to Department Head/ Officer-in-Charge for signature			Assigned Information Desk Officer/s
	● Approve and sign Social Case Study Report			Department Head of Office
5. Claim or receive the Case Study	● Issue Social Case Study Report to client and record	No fees	2 minutes	Assigned Information

Report and sign in the releasing logbook	the release of Social Case Study in the logbook			Desk Officer/s
TOTAL			27 MINUTES	

NAME OF THE SERVICE:

SECURING SOCIAL CASE STUDY REPORT IN AVAILING WHEEL CHAIR/CANE/CRUTCHES/DIAPER AND OTHER

DESCRIPTION OF THE SERVICE:

The Office on Social Welfare and Development issues a Social Case Study Report to indigent persons with disabilities as a requirement of the Hospice in availing wheelchair/cane/crutches and other medical supplies.

Office or Division:	Office on Social Welfare and Development
Classification:	Complex
Type of transaction:	G2C – Government to Citizens
Who may avail:	Indigent persons with disabilities/ family members of the person with disabilities residing in Pasig City.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bring the Original and photocopy of the following documents:	
1.Letter of request addressed to the City Mayor	Requesting Party’s concerned
2.Whole body size picture of the person with disability	Requesting Party’s concerned
3.Endorsement from the Hospice Office	Hospice Office
4.Voter’s ID or Voter’s Certification	Comelec
5.Sketch of home address and active contact number	Requesting Party’s concerned
6.Barangay Certificate of Indigency	Office of the Barangay

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Requirements	● Check completeness of requirements	No fees	2 minutes	Assigned Information Desk Officer/s:
2.Secure and fill-up General Intake Sheet(GIS)	● Provide General Intake Sheet	No fees	1 minute	
3.Submit accomplished GIS and requirements	● Receive accomplished GIS and check veracity of requirements	No fees	1 minute	
4.Sign in the incoming logbook	● Record transaction in the logbook and have the client sign the logbook	No fees	1 minute	
5.Subject oneself for interview, answer to questions asked by the Social Worker	<ul style="list-style-type: none"> ● Conduct interview and Prepare Social Case Study Report ● Forward Social Case Study Report to Social Service Clerk 	No fees	20 minutes	Registered Social Worker/s Assigned Information Desk

				Officer
	● Forward Social Case Study Report to Department Head/ Officer-in-Charge for signature	No fees	1 minute	Department Head of Office
6.Claim or receive the Social Case Study Report	● Issue Social Case Study Report to the client and record the release of the Social Case Study in the logbook	No fees	1 minute	Assigned Information Desk Officer
TOTAL			27 MINUTES	

NAME OF THE SERVICE:

SECURING LETTER OF REFERRAL FOR TRANSPORTATION ASSISTANCE

DESCRIPTION OF THE SERVICE:

Office or Division:	Office on Social Welfare and Development
Classification:	Simple
Type of transaction:	G2C – Government to Citizens
Who may avail:	Individuals / Families residing in Pasig City.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bring the Original and photocopy of the following documents:	
1.Barangay Endorsement/ Certificate of Indigency	Office of the Barangay
2.Barangay Blotter Report	Office of the Barangay
3.Police Blotter	PNP
4.Valid ID	Government agency/ Barangay Office/ Police

CLIENT STEPS	LGU ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	● Check completeness of requirements	No fees	2 minutes	Assigned Information Desk Officer/s
2. Secure and fill-up General Intake Sheet (GIS)	● Provide General Intake Sheet	No fees	1 minute	
3. Submit accomplished GIS and Requirements	● Receive accomplished GIS and check veracity of requirements	No fees	1 minute	
4. Sign the logbook	● Record transaction in the logbook and have the client sign the logbook	No fees	1 minute	
CLIENT STEPS	LGU ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Submit oneself to interview, answer to questions asked by the Social Worker	<ul style="list-style-type: none"> ● Interview client/File intake sheet ● Prepare letter of referral (2 copies) indicating where to ask for assistance. 	No fees	20 minutes	Registered Social Worker
	● Forward Referral Letter to Department Head/ Officer-in-Charge for signature	No fees	1 minute	Department Head of Office
6. Claim or receive the	● Issue letter of referral File	No fees	1 minute	Assigned Information

referral letter	duplicate copy of letter of referral			Desk Officer
TOTAL			27 MINUTES	

NAME OF THE SERVICE:

SECURING CERTIFICATE OF INDIGENCY

DESCRIPTION OF THE SERVICE:

The Office on Social Welfare and Development issues Certificate of Indigency to individuals or families who are in extreme difficult situations and have inadequate resources. The certificate is required by different agencies such as, but not limited to the following:

- Public Attorney’s Office (PAO) : To avail of free legal assistance
- Local Civil Registry (LCR) : To avail free charge for change of name

Office or Division:	Office on Social Welfare and Development
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Classification:	Simple
Type of transaction:	G2C – Government to Citizens
Who may avail:	Individual / families residing in Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bring the Original and photocopy of the following documents:	
1.Barangay Certificate of Indigency	Office of the Barangay
2.Notarized Certificate of No Property	City Assessor’s Office
3.Certificate of No Business	Business Permit and License Office

CLIENT STEPS	LGU ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	● Check the completeness of requirements.	No fees	2 minutes	Assigned Information Desk Officer/s
2. Secure and fill-up General Intake Sheet (GIS)	● Provide General Intake Sheet.	No fees	1 minute	
3. Submit accomplished GIS and requirements	● Receive an accomplished GIS and check the veracity of requirements.	No fees	1 minute	

CLIENT STEPS	LGU ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Sign the logbook	● Record transaction in the logbook and have the client sign the logbook.	No fees	1 minute	Assigned Information Desk Officer

5. Subject oneself to interview, answer to questions asked by the Social Worker	<ul style="list-style-type: none"> ● Interview and assess the socio-economic condition of client ● Prepare Certificate of Indigency 2 (copies) 	No fees	20 minutes	Registered Social Worker Evangeline Mallari
	<ul style="list-style-type: none"> ● Forward Certificate of Indigency to Department Head/Officer-in-Charge for approvals/signature 	No fees		Assigned Information desk Officer
	<ul style="list-style-type: none"> ● Approve and sign the Certificate of Indigency 	No fees		Department Head of Office
6. Claim or receive Certificate of Indigency	<ul style="list-style-type: none"> ● Issue Certificate of Indigency 	No fees	1 minute	Assigned Information Desk Officer
TOTAL			26 MINUTES	

NAME OF THE SERVICE:

**SECURING ASSESSMENT REPORT FOR EMPLOYEES
ASSISTANCE FOR CITY ORDINANCE NO. 34 SERIES OF 1996**

DESCRIPTION OF THE SERVICE:

The Office on Social Welfare and Development issues an assessment report to clients (current Pasig City Employee) for availing medical/burial assistance in accordance to Ordinance No. 34 series of 1996 entitled “Extending Financial Assistance for Medical and/or Burial Expenses of City Employees who are victims of illness and/or accidents and for other purposes.”

Office or Division:	Office on Social Welfare and Development
Classification:	Simple
Type of transaction:	G2C – Government to Citizens
Who may avail:	Individual / families residing in Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bring the Original and photocopy of the following documents:	
1.Barangay Certificate of Indigency	Office of the Barangay
2.Medical Certificate/ Abstract and Hospital Bill, laboratory Request/ Special Procedures or Doctor’s prescription with price quotation	Admitting Hospital
3.Certificate of Employment and Service Record	City Human Resource and Development Office
5. City Health Office Certification	City Health Office
6. Certification from BAO	Barangay Affairs Office

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	● Check completeness of requirements	No fees	2 minutes	Assigned Information Desk Officer
2. Secure and fill-up General Intake Sheet	● Provide General Intake Sheet	No fees		

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit accomplished GIS and requirements	<ul style="list-style-type: none"> ● Receive accomplished GIS and check veracity of requirements 	No fees	1 minute	Assigned Information Desk Officer
4. Sign the logbook	<ul style="list-style-type: none"> ● Record transaction in the logbook and have the client sign the logbook 	No fees	1 minute	
5. Subject oneself to interview, answer to questions asked by the Social Work	<ul style="list-style-type: none"> ● Interview and assess the socio-economic condition of client ● Prepare certification 2 (copies) 	No fees	20 minutes	Registered Social Worker/s
6. Note schedule of release of the certificate	<ul style="list-style-type: none"> ● Forward certification to Department Head/Officer-in-Charge for approvals/signature 	No fees		Assigned Information Desk Officer
	<ul style="list-style-type: none"> ● Approve and sign certification 	No fees		Department Head of Office
7. Claim certification	<ul style="list-style-type: none"> ● Issue Certification ● File duplicate copy of certification 	No fees	1 minute	Assigned Information Desk Officer
TOTAL			25 MINUTES	

NAME OF THE SERVICE:

SECURING CERTIFICATE OF PRE-MARRIAGE COUNSELING / ATTENDANCE

DESCRIPTION OF THE SERVICE:

Under Family Code Article 16, the attendance in a Pre-Marriage Counselling to couples to be married is a requirement in securing a marriage license. The Office on Social Welfare and Development along with other offices conducts Pre-marriage counselling and facilitated by a licensed marriage counselor.

Office or Division:	Office on Social Welfare and Development
Classification:	Simple
Type of transaction:	G2C – Government to Citizens
Who may avail:	Couples applying for a marriage license (18 years old and above)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Barangay Residence Certificate	Office of the Barangay

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-up application for marriage counselling	● Provide application form	No fees	2 minutes	Assigned Information Desk Officer
2. Submit accomplished	● Receive accomplished	No fees	2 minutes	

application form and requirement	application form and requirement and check veracity of requirement		
3. Take note of the Schedule of counselling seminar	<ul style="list-style-type: none"> Inform the applicant regarding the schedule of counselling seminar (every Tuesday 8:00am to 12: nn) 	No fees	<p>1 minute</p> <p>Once a week every Tuesday</p>

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>4. Attend Pre-Marriage Counselling Seminar</p> <p>a. Register your name in the attendance sheet</p> <p>b. Secure and fill-up inventory of marriage questionnaires</p> <p>c. Attend counselling sessions</p>	<ul style="list-style-type: none"> Conduct Pre-Marriage Counselling Seminar Furnish registration sheet Receive accomplished inventory of marriage questionnaires Conduct counselling sessions Prepare Certificate of Pre-Marriage Counselling 	No fees	3 - 4 hours	<p>Sherryl A. Tutor</p> <p>Elsa Gano</p> <p>Maricel Peralta</p> <p>Elsa Gano</p> <p>Maricel Peralta</p>
5. Claim or receive Certificate of Pre-Marriage Counselling	<ul style="list-style-type: none"> Issue Certificate of Pre-Marriage Counselling (ask Maricel here, 	No fees	2 minutes	Elsa Gano Maricel Peralta

	<p>the endorsement to be signed by the Head of Office)</p> <ul style="list-style-type: none"> ● Submit Attendance Sheet to Local Civil Registry Office ● Record transaction in the logbook and have the LCRO Clerk sign the logbook 			
TOTAL			3 - 4 HOURS & 7 MINUTES	

NAME OF THE SERVICE:

SECURING CERTIFICATE OF BEING AFFECTED BY DISASTER

DESCRIPTION OF THE SERVICE:

The Office on Social Welfare and Development provides certification to client who claims as affected or victims of a disaster to be used in availing social services and other assistance by government agencies and institutions.

Office or Division:	Office on Social Welfare and Development
Classification:	Complex
Type of transaction:	G2C – Government to Citizen
Who may avail:	Individual/Families affected by disaster

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bring the Original and photocopy of the following documents:	
1.Barangay Certificate of Indigency	Office of the Barangay

2.Any Government ID	Requesting Party
3.Fire department Certificate (for fire victims)	Bureau of Fire
4.Disaster Family Assistance Card	CSWDO

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Certificate from Fire Department and other requirements mentioned in the checklist	● Validate certificate using from master list of disaster victims in data bank and brief interview on the purpose of certificate/requesting office/agency	No fees	30 minutes	Marites Dayap
	● Issue certificate as disaster victim upon validation.	No fees		Department Head of the Office
	● Approve/sign certificate	No fees		
2. Claim or receive certificate and sign in the logbook	● Issue the certificate to the client and have the client sign the logbook	No fees		Marites Dayap
TOTAL			30 MINUTES	

NAME OF THE SERVICE:

**AVAILING CERTIFICATE OF FINANCIAL ASSESSMENT FOR PHILHEALTH
(private hospital, CHAMP, Lying-in)**

DESCRIPTION OF THE SERVICE:

The Office on Social Welfare and Development assists the Philhealth Office in the implementation of the medical assistance to the indigent family of the community by which the OSWD conducts assessment and recommendation if the client is eligible for assistance.

Office or Division:	Office on Social Welfare and Development
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Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	Indigent sector

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bring the Original and photocopy of the following documents:	
A. For Patients who are currently Confined in the Hospital:	
1.Proof of Confinement or Philhealth Eligibility Form	Philhealth Portal from the admitting hospital
2.Barangay Indigency	Office of the Barangay
B. For Patient's who are scheduled for Confinement/Operation	
1.Doctor's order or any proof of schedule of confinement/operation	Hospital
2.Barangay Indigency	Office of the Barangay
C. For nine (9 months) pregnant woman and for possible delivery	
1.Proof of confinement or Phil health Eligibility Form (<i>if confined</i>)	Hospital
2.Ultrasound or any proof of target due date	Hospital
3. Barangay Certificate of Indigency	Office of the Barangay
D. For nine (9 months) pregnant woman and for Caesarian section delivery	
1.Proof of confinement or Phil health Eligibility Form (<i>if confined</i>)	Hospital
2.Ultrasound or any proof of target due date	Hospital
3.Barangay Certificate of Indigency	Office of the Barangay
4.Doctor's Order or any proof of schedule of target due date of caesarian section	Hospital

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bring the Original and photocopy of the following documents:	
E. For indigent students 21 years old and above only (to use for face-to-face class)	
1.Original and photocopy of Student School ID	Enrolled School
2. Original and photocopy of Enrolment Form	Registrar Office, Enrolled School
3.Barangay Certificate of Indigency	Office of the Barangay

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	● Check the completeness of requirements.	No fees	2 minutes	Assigned Information Desk Officer
2. Secure and fill up General Intake Sheet (GIS)	● Provide General Intake Sheet.	No fees	2 minutes	
3. Submit accomplished GIS and requirements	● Receive the accomplished GIS and check the veracity of requirements.	No fees	1 minute	
4. Subject oneself to interview, answer to questions asked by the Social Work	● Interview and assess client	No fees	30 minutes	Sherryl Tutor Frecelle Baraquel
	● Prepare the certificate of assessment			
	● Endorse Certificate of Financial assessment to the Department Head/Officer-in-Charge for signature and approval			
5. Secure record of the transaction	<ul style="list-style-type: none"> ● Record Transaction ● Submit Endorsement of Certificate of Financial assessment to the Philhealth Office 	No fees	2 minutes *Endorsement of Beneficiaries names and requirements is every Friday of the week	Assigned Information Desk Officer Joshua Asis Frecelle Baraquel
TOTAL			37 MINUTES	

NAME OF THE SERVICE:

AVAILING INTENSIVE THERAPEUTIC COUNSELING

DESCRIPTION OF THE SERVICE:

The Office on Social Welfare and Development provides intensive therapeutic counselling to clients who are emotionally disturbed and need guidance in solving his/her own problem. The counselling sessions are usually given to clients who have problems, are bothered emotionally, cannot decide, and therefore need professional help.

Office or Division:	Office on Social Welfare and Development
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	<ul style="list-style-type: none"> ● Abused women (battered syndrome) ● Solo parent (abandoned) ● Minors (early marriage, abused and delinquent) 18 years old and below ● Individual in social malfunctioning state

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement and Referral Letter and Social Case Summary (If referred by other Social Service Agencies)	Request Parties concerned -

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-up General Intake Sheet (GIS)	<ul style="list-style-type: none"> ● Brief interview on the presenting problem ● Endorse General Intake Sheet (GIS) to social 	No fees	5 minutes	Assigned Information Desk Officer

	worker			
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CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2.Participate in the interview and verbalize the circumstances of the presenting problem.</p> <p>3.Sign and agree on the treatment plans.</p> <p>4.Participate in office recording of clients and or with family members.</p>	<ul style="list-style-type: none"> ● Conduct in-depth interviews, identify and assess the presenting problem/s, and establish rapport with the client. ● conduct therapeutic counselling ● Formulate treatment plan / helping process and time frame if necessary. ● Prepare case documentation and filing ● Follow-up progress and case monitoring ● Assess and identify for possible support program and services ● Conduct home visits if necessary. 	No fees	30 minutes to an hour	All Registered Social Workers
	<ul style="list-style-type: none"> ● Proper case management and feed backing to Department 	No fees		

	Head/ Officer-in Charge			
	● Case termination			
TOTAL			35 MINUTES TO AN HOUR	

NAME OF THE SERVICE:

SECURING PARENTAL CAPABILITY ASSESSMENT REPORT

DESCRIPTION OF THE SERVICE:

The Office on Social Welfare and Development issues a Parental Capability Assessment Report to parents/Guardians claiming their children from the custody of the DSWD and non-government institutions. This will be used by the parents / guardians as a basis for the release of minor children from the custody of the institutions. Further, PCAR is used for adoption purposes.

Office or Division:	Office on Social Welfare and Development
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	Parents / guardians whose child / children were under custody of any DSWD institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bring the Original and photocopy of the following documents:	
1. Endorsement or letter of request from the Institution/ City or Municipal/Court Order	Requesting Parties concerned, Agency/ Institution or other Municipalities/Cities

2.Barangay Clearance/Indigency	Office of the Barangay
3.Birth Certificate of the Child/Children	Philippine Statistics Office (PSA)

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Present Requirement/Endorsement letter</p> <p>Secure and fill-up and submit General Intake Sheet (GIS)</p>	<ul style="list-style-type: none"> ● Record documents to incoming logbook ● Endorse General Intake Sheet (GIS) and other requirements to Social Worker 	No fees	2 minutes	Assigned Information Desk Officer

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.Subject oneself to interview, answer to questions asked by the Social Work	<ul style="list-style-type: none"> ● Conduct in-depth interview and assessment of the parental capability of parents and family 	No fees	30 minutes to an Hour	Assigned Registered Social Worker
3.Take note of the agreed schedule for home visit /coordination with the Barangay if necessary	<ul style="list-style-type: none"> ● Perform home visit as scheduled and assess the family, housing and 	No fees	1 hour	Assigned Registered Social Worker

	<p>environmental condition</p> <ul style="list-style-type: none"> ● Interview other family members and collateral interview to the community if necessary ● Perform parental assessment using the information's gathered and using the assessment tool ● And conduct case conference if necessary. 			
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CLIENT STEPS	LGU ACTION	FEE TO	PROCESSING TIME	PERSON RESPONSIBLE
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		BE PAID		
	<ul style="list-style-type: none"> ● Prepare Parental Capability Assessment Report 		1 hour	Assigned Registered Social Worker
	<ul style="list-style-type: none"> ● Case presentation, discussion and consultation with direct superior or to Head of Office ● Approve and sign Parental Capability Assessment Report 	No fees	15 minutes	
4. Claim PCAR/sign logbook	<ul style="list-style-type: none"> ● Release Parental Capability Assessment Report to client ● Send Parental Capability Assessment to requesting agency 	No fees		Assigned Information Desk Officer Assigned Record Custodian (for emailed PCAR)

NAME OF THE SERVICE:

SECURING OF SOLO PARENT IDENTIFICATION CARD

DESCRIPTION OF THE SERVICE:

The Office on Social Welfare and Development issues a Certificate of Solo Parent to avail work-related privileges. The I.D for Solo Parents enables them to avail the different basic services of the government to support the needs of their family. From 2022 up to present, nine (9) Solo Parent help desk are established at Barangay San Miguel, Santolan, Buting, Kapitolyo, San Joaquin, Rosario, Palatiw, Manggahan and Caniogan. Solo Parent Coordinators are available to accept Solo Parent applicants and inquiries every Monday at Brgy. San Miguel and Santolan, every Tuesday at Brgy. Buting, Kapitolyo and San Joaquin, every Wednesday at Brgy. Rosario, Palatiw, Manggahan and Caniogan.

Solo parents under RA 8972 are those who are abandoned; unmarried; legally separated; annulled; widow; spouse of those detained in jail; spouse of those with mental and physical incapacity; single or married with adult foster child licensed in DSWD; adult serving as head of the family/breadwinner; and women/minor victims of chastity.

Office or Division:	Office on Social Welfare and Development
Classification:	Highly Technical
Type of transaction:	G2C – Government to Citizens
Who may avail:	Solo Parent

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bring the Original and photocopy of the following documents:	
1.Affidavit of being Solo Parent	Public Attorney’s Office
2.Certificate of Employment with Compensation (if applicable)	Human Resource Office
3.Birth certificate/s of children	Local Civil Registry
4.Barangay Certificate of Residency	Office of the Barangay
5.Voters ID/ Certification	Comelec
6.Community tax certificate	City Treasurer’s Office
Additional Requirements:	
1.Court Order (if marriage is annulled)	Solicitors General
2.Death Certificate (if widowed)	Local Civil Registry
3. Court Order and Certificate of Detention from Jail Warden (if the spouse is detained in jail)	City Jail

CLIENT STEPS	LGU ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	● Check completeness of requirements	No fees	2 minutes	Solo Parent Barangay Coordinators Jessica Marie Cruz
2. Secure and fill-up Solo Parent Application form	● Provide Solo Parents Application form	No fees	2 minutes	
3. Submit accomplished General Intake Sheet (GIS) and requirements	● Receive accomplished General Intake Sheet (GIS) and check veracity of requirements	No fees	2 minutes	
4. Sign the logbook	● Record transaction in the logbook and have the client sign the logbook	No fees	1 minute	
5. Subject oneself to interview, answer to questions asked by the Social Work	<ul style="list-style-type: none"> ● Interview client ● File application 	No fees	5 minutes	Solo Parent Barangay Coordinators Jessica Marie Cruz

6. Proceed to MIS office 3rd floor City Hall for picture taking	<ul style="list-style-type: none"> ● Provide tickler as needed for the photo capture 	No fees	2 minutes	Solo Parent Barangay Coordinators Jessica Marie Cruz MIS office/ assigned staff for ID capturing
7. Take note of the Schedule home visit	<ul style="list-style-type: none"> ● Set schedule of home visit ● File documents submitted 	No fees	1 minute	Jessica Marie Cruz
TOTAL			15 MINUTES (FOR PROCESSING OF APPLICATION)	
8. Take note of the Schedule home visit	<ul style="list-style-type: none"> ● Perform home visit as scheduled 	No fees	1 hour	Solo Parent Coordinators
	<ul style="list-style-type: none"> ● Assess and prepare Social Investigation Report 	No fees	10 minutes	Jessica Marie Cruz Herminia David
	<ul style="list-style-type: none"> ● Forward Certificate of Solo Parent to Department Head for signature 	No fees	1 minute	Solo Parent Coordinator Jessica Marie Cruz Herminia David
	<ul style="list-style-type: none"> ● Approve/Sign ID of Solo Parent 	No fees	1 minute	Department Head of Office
	<ul style="list-style-type: none"> ● Call/text or request volunteer in the area to 	No fees	3 minutes	Jessica Marie Cruz

	inform client to claim I.D ● File photocopy of Solo Parent ID			
Claim or receive Solo parent ID	● Issue Solo Parent I.D ● Record transaction in the logbook and have the client sign the logbook	No fees	2 minutes	Jessica Marie Cruz Solo Parent Coordinator
TOTAL			7 MINUTES (for the issuance of Solo Parent ID and Certification upon request of the client)	

NAME OF THE SERVICE:

PETITION / APPLICATION OF A CERTIFICATION TO DECLARE A CHILD LEGALLY AVAILABLE FOR ADOPTION

DESCRIPTION OF THE SERVICE:

The Office on Social Welfare and Development plays a major role in the conduct of eligibility assessment of a child for adoption, application and petitioned for issuance of Certification Declaring the Child Legally Available for Adoption in pursuant to Republic Act No. 9523 “An act requiring the certification of the Department of Social Welfare and Development as prerequisite for adoption proceedings and Republic Act 11642 of 2022 or otherwise known as Administrative Domestic Adoption and Alternative Child Care Act” for other adoption proceedings.

Children with simulated birth certificate registered on March 29, 2016 or earlier. The prospective Adoptive Parent/s can avail the Republic Act 11222 otherwise known as “An act allowing the rectification of simulated birth records and prescribing administrative adoption proceedings.

Office or Division:	Office on Social Welfare and Development
Classification:	Highly Technical
Type of transaction:	G2C – Government to Citizen
Who may avail:	<ul style="list-style-type: none"> Abandoned, Neglected, Foundling, Orphaned, Surrendered, involuntarily committed children

CHECKLIST OF REQUIREMENTS FOR ISSUANCE OF CERTIFICATION DECLARING THE CHILD LEGALLY AVAILABLE FOR ADOPTION	WHERE TO SECURE
<p>For abandoned, Foundling and Neglected:</p> <ul style="list-style-type: none"> Barangay or Police Blotter (Stating the circumstances, date, time and place of abandonment/ entrustment) Barangay Certificate of Non-residency of birthparent/s to their last known address PSA Birth Certificate / Annotated Cancelled Birth Certificate Death Certificate of birthparent/s for orphaned children Marriage Certificate of birthparent/s (If required by Social Worker) Immunization Records / Baby Book/ summary of medical history of the child signed by pediatrician/ physician Developmental History and Current Developmental milestone of the child Psychological Evaluation report (5 years old & above) Tri-Media Certification / Panawagan (Radio/ TV and Newspaper) 2X2 Old picture of the child (4pcs) 3R Old picture of the child (4pcs) 3R Whole body & Half body recent picture of the child (4pcs) Annotated Cancelled Birth Certificate of the child, Petition document and Certificate of Finality (If applicable) Child’s Profile for foundling cases Comprehensive Child/ Case Study Report and Petition of CSWDO for issuance of Certification Declaring the Child Legally Available for Adoption 	<p>BARANGAY / PNP</p> <p>Barangay</p> <p>Philippine Statistic Authority</p> <p>PAP’s & Pediatrician/ Physician</p> <p>PAP’s</p> <p>Psychological Corp. People’s Monitor Newspaper publication & DZAS 702 PAP’s PAP’s</p> <p>PAP’s, LCR, RTC CSWDO CSWDO</p>
<p>For Surrendered Child:</p>	

<ul style="list-style-type: none"> • Barangay or Police Blotter (Stating the circumstances, date, time and place of abandonment/ entrustment) • Barangay Certificate of Non-residency of birthparent/s to their last known address • PSA Live Birth Certificate • Marriage Certificate of birthparent/s (If required by Social Worker) • Parental Capability Assessment Report • Original Copy of signed and notarized Deed of Voluntary Commitment (5 copies) • Certificate of Authority for Notarial Act (3 copies) • Immunization Records / Baby Book/ summary of medical history of the child signed by pediatrician/ physician • Developmental History and Current Developmental milestone of the child • Psychological Evaluation report (5 years old & above) • 2X2 Old picture of the child (4pcs) • 3R Old picture of the child (4pcs) • 3R Whole body & Half body recent picture of the child (4pcs) • Annotated Cancelled Birth Certificate of the child, Petition document and Certificate of Finality (If applicable) • Comprehensive Child/ Case Study Report and Application letter of CSWDO for issuance of Certification Declaring the Child Legally Available for Adoption 	<p>BARANGAY/PNP MSWDO Barangay</p> <p>Philippine Statistics Authority</p> <p>CSWDO/ MSWDO CSWDO/ MSWDO</p> <p>RTC PAP's</p> <p>PAP's</p> <p>Psychological Corp.</p> <p>PAP's PAP's</p> <p>PAP's, LCR, RTC</p> <p>CSWDO</p>
<p>For Prospective Adoptive Parents:</p> <ul style="list-style-type: none"> • Letter of Intent to adopt the child • Notarized Affidavit of Circumstances of Entrustment • Certificate of Attendance from ADOPTION FORUM • Barangay Certificate of Residency • Police Certificate /NBI Certificate • PSA Birth Certificate • PSA Marriage Certificate- in case of termination of marriage, Authenticated Divorce papers with copy of court decision and Certificate of finality by their consulate if foreign applicant; Applicant; Annulment Decree with Certificate of Finality, Declaration of nullity or Legal Separation Documents for Filipino Applicant • PSA Certificate of No Marriage if necessary • Death Certificate if necessary • Consent to Adoption of child from Adoptee ages 10 years old and above (if applicable) 	<p>PAP's PAP's DSWD-NCR Barangay PNP/ NBI Philippine Statistics Authority & RTC</p> <p>Philippine Statistic Authority</p> <p>PAP's & Adoptee</p> <p>PAP's & Biological Children</p>

<ul style="list-style-type: none"> • Written Consent to Adoption of the applicant’s biological/ adopted children and illegitimate children ages 10 years old and above (if applicable) • Birth Certificate of biological children • Notarized Affidavit of Temporary Custody (see attached) • Physical and Medical Evaluation/ Certification (if fit to adopt) • Latest Income Tax Return and Certificate of Employment • Three Character References • Home Picture (3r size) 	<p>Philippine Statistics Authority PAP’s</p> <p>HOSPITAL</p> <p>Employer</p> <p>PAP’s PAP’s</p>
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CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Appearance of applicant/ PAP/s to OSWD	<p>Information Desk Officer conduct intake interview and gives the list of requirements</p> <p>The application form will be forwarded to Focal Person of Adoption for initial assessment. The focal social worker will call the applicant.</p>	No Fees	<p>5 minutes</p> <p>30 minutes- 1 hour</p>	Assigned Information Desk Officer

2. Present the initial requirement (Letter of intent to adopt address of OSDW Head, notarized affidavit of circumstances of entrustment, Barangay Blotter or Police Report, Birth Certificate/ Annotated cancelled simulated birth certificate, Barangay Certificate of Residency and Police Clearance	The focal person will: <ul style="list-style-type: none"> • Explain the process of adoption and the need to conduct eligibility assessment of the child for adoption and other requirements • Consolidation, ensure correctness of information and completeness of requirements 	No fees	30 minutes- 1 Hour	Mr. Benson Torres, SWO I
3. Attendance to adoption forum/ seminar	Refer the Prospective Adoptive Parents to attend adoption forum/ seminar from Adoption Resource and Referral Section (ARRS)- DSWD-NCR	No fees	10 minutes	Mr. Benson Torres, SWO I
4. Conduct home/community visitations and collateral to	Conduct Home visitations for the child, family and community/ environment		2 hours- 5 hours	Mr. Benson Torres, SWO I
5. Attendance to case conference/s	Conducts case conference for updating to the PAP and birth parents on the status of the case.		1 hour-3 hours	Mr. Benson Torres, SWO I
ELIGIBILITY ASSESSMENT OF A CHILD FOR ADOPTION AND ISSUANCE OF CERTIFICATION DECLARING THE CHILD LEGALLY AVAILABLE FOR ADOPTION				
5. A. In case of Abandoned, Foundling, Orphaned Child The client to do here might be: Provide information's asked by social worker during home visit	The social worker will; <ol style="list-style-type: none"> 1. Conduct home visitation/ Street walk, and collateral interview (request barangay certificate of non - residency) 2. Referral for Tri-Media/ Mass Media Exposure (Newspaper publication & Radio/ TV announcement) 	Depends to Barangay Newspaper Publication Php 750-1,000 Radio/	2 hours- 5 hours 1 day	Mr. Benson Torres, SWO I

B. In case of Surrendered and Involuntary Committed Child		TV- Php. 500 Php. 1,000	3 days	
	3. Referral for Psychological evaluation (Ages 5 years old and above)	Charge to PAP/s	2 hours- 5 hours	
	4. Signing and notarial of petition for issuance of Certification Declaring the Child Legally Available for Adoption	Php.200-500	1 hour	
	1. Conduct home visitation and collateral interview	No fees	2 hours- 5 hours	
	2. Request Parental Capability Assessment to birthparents or relatives at CSWDO/MSWDO	No fees (If outside Metro Manila; through courier Php 180-200)	2-3 days PCA Result: 2-3 months	
	2.1 Counseling focus on the best interest and welfare of the child			
	3. Request to facilitate or facilitate the signing and notarial of Deed of Voluntary Commitment (DVC)	Php. 1,000	2-3 days	
	3.1 Explain the content of Deed of Voluntary Commitment (DVC) in vernacular language (Prior, during & after signing), its 3 months grace period and implication of relinquishing the child for adoption	Php. 80.00	2-3 days	
	4. Request and secure Certificate of Authority for Notarial Act (CANA) at Regional Trial Court	Charge to PAP/s	1-2 months	
	5. Referral for Psychological			

	evaluation (Ages 5 years old and above)			
6. Completion and submission of other documentary requirements	Consolidate the additional documentary requirements	No fees	1 week	Mr. Benson Torres, SWO I
7. Comprehensive Case Study making	The social worker will make a comprehensive case study report	No fees	1-2 weeks	Mr. Benson Torres, SWO I
8. Submission of complete dossier/ documents for issuance of CDCLAA	The social worker ensures completeness of documentary requirements for issuance of CDCLAA	No fees	1 day	Mr. Benson Torres, SWO I
	Received and review by Adoption Resource and Referral Section (ARRS)-DSWD-NCR		2-3 months	
	Comply the comments and recommendations of ARRS-DSWD-NCR (if applicable)		1 month	
	ARRS will forward notice of posting to LGU where the child is abandoned or found (Applicable for abandoned or foundling child)		5 days	
	ARRS-DSWD-NCR will endorse to Program Management Bureau (PMB)-DSWD-CO		1-2 weeks	
	Comply the comments and recommendations of PMB-DSWD-CO (if applicable)		1 month	
	Granted with signed Certification Declaring the Child Legally Available for Adoption		1-2 weeks	
	Registration of Foundling Certificate to Local Civil Registry for foundling child		1-2 weeks	

	Cancellation of simulated birth certificate and rectification (RA 11222 only)			
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CHECKLIST OF REQUIREMENTS FOR MATCHING	WHERE TO SECURE
<p>CHILD</p> <ul style="list-style-type: none"> • Updated Comprehensive Child/ Case Study Report • PSA Birth Certificate / Annotated Cancelled Birth Certificate / Foundling Certificate • Child's Profile for matching • Original Copy of Certificate Declaring the Child Legally Available for Adoption • Signed and Notarized Deed of Voluntary Commitment • Original Copy of Certificate of Authority for Notarial Act • Signed Health and Medical Profile from Pediatrician • Psychological Evaluation Report (Ages 5 years and above) • Written consent to adoption (10 years old and above) • Death Certificate of birth parents, as appropriate <p>PROSPECTIVE ADOPTIVE PARENT/S</p> <ul style="list-style-type: none"> • Letter of Intent to adopt the child • Notarized Affidavit of Circumstances of Entrustment • Certificate of Attendance from ADOPTION FORUM • Barangay Certificate of Residency • Police Certificate /NBI Certificate • PSA Birth Certificate • PSA Marriage Certificate- in case of termination of marriage, Authenticated Divorce papers with copy of court decision and Certificate of finality by their consulate if foreign applicant ; Applicant; Annulment Decree with Certificate of Finality, Declaration of nullity or Legal Separation Documents for Filipino Applicant • PSA Certificate of No Marriage if necessary • Death Certificate if necessary • Consent to Adoption of child from Adoptee ages 10 years old and above (if applicable) • Written Consent to Adoption of the applicant's biological/ adopted children and illegitimate children ages 10 years old and above (if applicable) • Birth Certificate of biological children • Notarized Affidavit of Temporary Custody (see attached) • Physical and Medical Evaluation/ Certification (if fit to adopt) • Latest Income Tax Return and Certificate of Employment 	<p>OSWD Philippine Statistic Authority</p> <p>OSWD DSWD</p> <p>OSWD RTC</p> <p>PAP's & Pediatrician PAP's & Psychological Corp.</p> <p>PAP's Philippine Statistic Authority</p> <p>PAP's PAP's DSWD-NCR Barangay PNP/ NBI Philippine Statistic Authority Philippine Statistic Authority & RTC</p> <p>Philippine Statistic Authority Philippine Statistic Authority</p> <p>PAP's</p> <p>PAP's</p> <p>PAP's</p>

<ul style="list-style-type: none"> • Three Character References • Home Picture (3r size) 	<p>PAP's Hospital</p> <p>Employer PAP's PAP's</p>
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CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of documents/ dossier of PAP/s to DSWD-NCR for eligibility assessment	Endorse all the documents for eligibility assessment of PAP's by DSWD NCR (Note: The PAP's need to appear personally to DSWD NCR prior the matching)	No fees	1 hour	Mr. Benson Torres, SWO I
2. Completion and submission of other documentary requirements for matching	Consolidate all the documentary requirements for matching	No fees	1-2 weeks	Mr. Benson Torres, SWO I
3. Submission of dossier/ documents of the child for matching	Endorsed all the documents/ dossier of the child for matching	No fees	1 day	Mr. Benson Torres, SWO I
	Received and reviewed by ARRS-DSWD-NCR social workers	No fees	1 week	PAP
	Comply the comments and recommendations of ARRS-DSWD-NCR (if applicable)	No fees	1-2 weeks	Mr. Benson Torres, SWO I
	Assigned social worker will present the case of the child to Regional Child Welfare Specialist Group (RCWSG) for matching	No fees	1 day	Mr. Benson Torres, SWO I
	Once the child was matched to his/her PAP/s, ARRS social worker will inform the social worker of the child, issued with Certificate of Matching, Pre-Adoption Placement Authority	No fees	1-2 days	

NAME OF THE SERVICE:

WOMEN AND CHILDREN PROTECTION

DESCRIPTION OF THE SERVICE:

The Office on Social Welfare and Development, Women and Children Protection in collaboration with all Child Protection Network shall serve every abused child and women who are victims of violence with compassion and commitment and competence, ensuring that all abused child and women and those that are at risk are safe, healthy and developing to the best of their potential within a nurturing family environment.

Office or Division:	Office on Social Welfare and Development
Classification:	Simple

Type of transaction:	G2C – Government to Citizen
Who may avail:	All reported child at risk and vulnerable women.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bring the Original and photocopy of the following documents:	
1. Medical Certificate/ Medico Legal	Hospital
2. Birth Certificate/ Minor	Local Civil Registry/ Philippine Statistics Office
3. Case Report	Police
4. Blotter	Office of the Barangay
5. Referral	Requesting Party's concerned

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	● Check completeness of requirements	No fees	2 minutes	Assigned Information Desk Officer
2. Secure and fill-up General Intake Sheet (GIS)	● Provide General Intake Sheet	No fees	5 minutes	
3. Submit accomplished GIS and requirements	● Receive accomplished intake sheet and check veracity of requirements	No fees	1 minute	

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Sign the logbook	● Record transaction in the logbook and have	No fees	1 minute	Assigned Information Desk Officer

	the client sign the logbook			
5. Present Requirements	● Check completeness of requirements	No fees	2 minutes	Assigned Information Desk Officer
6. Secure and fill-up General Intake Sheet (GIS)	● Provide General Intake Sheet	No fees	5 minutes	
7. Submit accomplished GIS and requirements	● Receive accomplished intake sheet and check veracity of requirements	No fees	1 minute	
8. Sign the logbook	● Record transaction in the logbook and have the client sign the logbook	No fees	1 minute	
9. Subject oneself to interview, answer to questions asked by the Social Work	<ul style="list-style-type: none"> ● Interview and assess the client ● Home Visitation ● Conduct Collateral Interview ● Referral to Hospital for medico- Legal ● Barangay and Police Blotter 	No fees	1 day	Registered Social Worker/s

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> ● If the minor is at Risk to his/her guardian rescue the minor or child from the Assist the victim for investigation to the Women and Children Protection Desk and file a case against the perpetrator. 	No fees		Registered Social Worker/s
	<ul style="list-style-type: none"> ● Attend court hearings ● If no immediate relatives keep the child/minor for temporary shelter at Bahay-Aruga Rescue Center ● Conduct assessment minor for reintegration and for social preparation of the victim to his/her family ● Reunite to his/her family. 		30 minutes One week One week	Registered Social Worker/s
	<ul style="list-style-type: none"> ● Refer the victim to institution if necessary ● Follow up and after care service 			Registered Social Worker/s

	● Case termination			
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NAME OF THE SERVICE:

BAHAY ARUGA – PROCESSING CENTER

DESCRIPTION OF THE SERVICE:

Bahay Aruga – Processing Center is a 24-hour operating residential care facility under the supervision of the Office on Social Welfare and Development designed to cater Children in Need of Special Protection (CNSP) including street children and physically, emotionally or sexually abused children. Bahay Aruga serves as refuge to Children in Need of Special Protection (CNSP) expanding services to rescued adult and/or Family Street Dwellers including rescued mentally challenge and abandoned elderly.

- **Republic Act 7610** “An Act Providing for Stronger Deterrence and Special Protection against Child Abuse, Exploitation and Discrimination, Providing Penalties for its violation and for other purposes”
- **City Ordinance No. 4 Series 2016** – “Pasig City Child Protection Ordinance 2016”

Office or Division:	Office on Social Welfare and Development
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	Abandoned, neglected and abused children; rescued adult and/or Family Street Dwellers including rescued mentally challenge and abandoned elderly.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR STREET CHILDREN AND CHILDREN AT RISK	
Bring the Original and photocopy of the following documents:	
1.Endorsement Letter	Referring Party PNP – WCPD, Barangay BCPC, Other LGU’s, NGO’s and NGA
2.Barangay Blotter	Barangay – BCPC
3.Medical Certificate	Hospital
4.ECLIA/ SWAB negative result (during Pandemic)	Hospital
5.Birth certificate (as needed)	Local Civil Registry/ PSA
6.Previous data records	Barangay, PNP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>RESCUED ADULT AND/OR FAMILY STREET DWELLERS INCLUDING RESCUED MENTALLY CHALLENGE AND ABANDONED ELDERLY</i>	
Bring the Original and photocopy of the following documents:	
1.Endorsement Letter	Referring Party PNP – WCPD, Barangay BCPC, Other LGU’s, NGO’s and NGA
2.Barangay Blotter	Barangay – BCPC
3.Medical Certificate	Hospital
4.ECLIA/SWAB negative result (during pandemic)	Hospital
5.Birth Certificate	Local Civil Registry/ PSA
6.Previous data records	Barangay, PNP

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	● Check completeness of requirements	No fees	10 minutes	Assigned Information Desk Officer
2. Submit accomplished GIS and requirements	● Receive accomplished intake sheet and check veracity of requirements	No fees	3 minutes	House Parent on duty
3. Subject oneself to interview, answer to questions asked by the Social Work	<ul style="list-style-type: none"> ● Body search ● Interview and assess the client ● Conduct assessment minor reintegration and for social preparation of the minor to his/her family ● Reunite to his/her 	No fees	One day	House Parent on duty Registered Social Worker Evangelyn Mallari

	<p>family/home conduction for Pasig residence</p> <ul style="list-style-type: none"> ● If rescued minor's residence is outside Pasig, coordinate with LGU area of jurisdiction for turn-over to their respective City or Municipality ● If minor is being repeatedly rescued, endorse the child to the Center, conduct PCAR and if guardian/parents are not capable to take care the minor (base on the Social Worker's assessment), minor will be referred to a Child Caring Agencies for her best welfare and interest ● Follow-up and after care service 		<p>One day</p> <p>2 to 3 days</p>	
A. For Children at Risk	<ul style="list-style-type: none"> ● Interview and assess the client ● Home Visitation ● Conduct Collateral interview ● Referral to Hospital for Medico-Legal ● Barangay and Police Blotter ● For Shelter – Place the child under 	No fees	2 days	Assigned Social Worker

	protection and safety keeping, while perpetrator or respondent is not detained or in jailed			
	<ul style="list-style-type: none"> ● Assist the victim for investigation and during court proceedings and with the Women and Children Protection Desk for filing the case against the perpetrator. 			Assigned Social Worker
	<ul style="list-style-type: none"> ● Attend court hearings 		30 minutes	Assigned Social Worker
	<ul style="list-style-type: none"> ● Prepare and file petition for involuntary commitment in court if necessary ● Refer for psychological Evaluations for further interventions 		½ day	
	<ul style="list-style-type: none"> ● Conduct assessment minor reintegration and for social preparation of the victim to his/her family ● Reunite to his/her family ● Follow-up and after care service ● Case termination 		3 days	
B. Rescued Adult and/or Family	<ul style="list-style-type: none"> ● Interview and assess the client ● Home Visitation and 	No fees	1 day	

Street Dwellers including rescued mentally challenge and abandoned elderly	conduct collateral interview <ul style="list-style-type: none"> ● Endorse client to area of jurisdiction/other LGUs for proper case management ● For residents of Pasig conduct home visitation ● Conduct assessment /counselling for provision of other support services. ● Follow-up and after care service 		1 day	Assigned Social Worker
			1 day	

NAME OF THE SERVICE:

Early Childhood Care and Development (ECCD)

DESCRIPTION OF THE SERVICE:

The Early Childhood Care and Development program is for children ages 3.1 – 4.11 years old. Under the supervision of the Office on Social Welfare and Development, program is free of charge. As of now the ECCD program were rendered and delivered through the existing 107 ECCD centers located at the 30 Barangays of Pasig City.

- **Republic Act 7610** “An Act Providing for Stronger Deterrence and Special Protection against Child Abuse, Exploitation and Discrimination, Providing Penalties for its violation and for other purposes”

- **City Ordinance No. 4 Series 2016** – “Pasig City Child Protection Ordinance 2016”

Office or Division:	Office on Social Welfare and Development – Pasig Early Childhood Care and Development Unit
Classification:	Simple
Type of transaction:	G2C (Government to Citizen)
Who may avail:	Children age 3.1 – 4. 11 years old

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR CHILDREN	
Bring the Original and photocopy of the following documents:	
1.PSA Birth Certificate	Philippine Statistics Authority (PSA) Office Online Request thru: www.psa.gov.ph
2.Enrollment Form completely and duly signed	Child Development Worker assigned at the Child Development Center
3.baby book	-Barangay Health Center
For Parent/Guardian:	
1.Photocopy of Voter’s ID/Certification	Commission on Election (COMELEC)
2.Certificate of Residency	Barangay Secretariat

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For face-to-face enrolment:				
1.Fill-up enrollment form	Provide enrollment form, inform the parent/guardian	No fee	10 mins.	ECCD Worker/ Aide
2.Submit requirements				

For online enrollment				
1. Submit scanned copies of requirements to pasigeccdunit@gmail.com with the following information's: Name of the Child Age Birthday Choose ECCD center Name of Parent/Guardian Address Cellphone No.	Checked and download submitted scanned requirements Endorsed downloaded requirements and information's gathered to the assigned ECCD worker Provide an update to the client	No fee	2mins up to 3 days	Admin Staff

NAME OF THE SERVICE:

Supervised Play Center (SPC)

DESCRIPTION OF THE SERVICE:

The Supervised Neighborhood Play (SPC) is included in the 107 ECCD centers which is located at the GAD compound. At the SPC center children aged three (3) to six (6) years old are temporarily left to play, relax and learn for a short time under the guidance of the assigned ECCD worker within one (1) to three (3) hours while waiting for their parents or guardians who have a transaction inside the City Hall

- **Republic Act 7610** “An Act Providing for Stronger Deterrence and Special Protection against Child Abuse, Exploitation and Discrimination, Providing Penalties for its violation and for other purposes”
- **City Ordinance No. 4 Series 2016** – “Pasig City Child Protection Ordinance 2016”

Office or Division:	Office on Social Welfare and Development – Pasig Early Childhood Care and Development Unit
Classification:	Simple
Type of transaction:	G2C (Government to Citizen)
Who may avail:	Children must be 3-6 years old whose parent/guardian is having transactions inside the Pasig City Hall

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>For Parents/ Guardians:</i>	
1.Transaction Slip	At the Office/ Department transacting with
2.Valid ID: -Driver’s License -Passport -PRC License -SSS ID -GSIS ID (UMID) -Voter’s ID -PhilHealth ID -Company ID -School ID -Barangay ID -Solo Parent -PWD ID	Land Transportation Office (LTO) Department of Foreign Affairs (Satellite Branches) Professional Regulatory Commission (PRC) Social Security System Government Security Insurance System Commission on Election PhilHealth Requesting Party’s Company/Office Requesting Party’s School/College/University Barangay Secretariat Social Welfare and Development Office of the City/Municipality where the requesting party resides Persons with Disability Affairs Office of the City/Municipality where the requesting party resides Office of the Senior Citizens Association of the

-Senior Citizen's ID	City/Municipality where the requesting party resides
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CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Parents/ Guardian:				
1.Present the transaction slip to the assigned personnel	Checked the transaction slip presented by the client	No fee	1 min.	Assigned Staff
2.Present valid ID	Checked the ID presented by the Client		1 min.	
3.Eligibly write the full name of the child and needed information.	Checked the name of the child written. Provide the child activity and play.		1 min.	

NAME OF THE SERVICE:

Permit to Operate for Private Learning Centers

DESCRIPTION OF THE SERVICE: The ECCD of Pasig City issues a Permit to Operate for Private learning centers that are providing ECCD program.

- **Republic Act 7610** “An Act Providing for Stronger Deterrence and Special Protection against Child Abuse, Exploitation and Discrimination, Providing Penalties for its violation and for other purposes”
- **City Ordinance No. 4 Series 2016** – “Pasig City Child Protection Ordinance 2016”

Office or Division:	Office on Social Welfare and Development – Pasig Early Childhood Care and Development Unit
Classification:	Simple
Type of transaction:	G2C (Government to Citizen)
Who may avail:	Private learning Center operating within the City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>For application for Permit to Operate:</i>	
1.Submit application/ intention letter	Client/Private learning center applying for Permit to Operate address to Ma. Teresa O. Briones
2.Copy of SEC registration	-Security and Exchange Commission Office
3.Profile of the Learning Center including map for the exact location of the center	Client/Private learning center applying for permit to operate
4.Photocopy of Business Permit	-Business Permit and Licensing Office -Barangay Secretariat for Barangay Permit

CLIENT STEPS	LGU ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent of application for Permit to Operate to the ECCD unit office located or may submit the letter of intent to apply for permit to operate to pasigeccdunit@gmail.com	Check the submitted requirements Update the requestee for the area visit schedule	No fee	1 min. 1 day	Assigned Staff
2. Prepare for area visit	Conduct of area visit and inspection	No fee	3 days/ per target number of PLC to visit	Accredited ECCD Evaluator team
			1 min/transaction 7 DAYS to comply with the needed requirements and issuance of a Permit to Operate	

NAME OF THE SERVICE:

Supervised Neighborhood Play (SNP)

DESCRIPTION OF THE SERVICE:

The Supervised Neighborhood Play (SNP) is a program for children 2.0 – 4.0 years old that are not enrolled in any Daycare Centers of the City. It is a community and home-based program that aims to provide early childhood care and development services to these children. This is supervised by an identified and assigned SNP leaders/volunteers. For 2022, a total of 1,000 children benefited in the program they were provided with basic education, activity books that are guided and based on the learning resource package of the ECCD council.

- **Republic Act 7610** “An Act Providing for Stronger Deterrence and Special Protection against Child Abuse, Exploitation and Discrimination, Providing Penalties for its violation and for other purposes”
- **City Ordinance No. 4 Series 2016** – “Pasig City Child Protection Ordinance 2016”

Office or Division:	Office on Social Welfare and Development
Classification:	Simple
Type of transaction:	G2C (Government to Citizen)
Who may avail:	Children ages 2.0 – 4.0 years old not enrolled in any Daycare centers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>For Parents/ Guardians:</i>	
1. Certificate of Residency	Respective Barangay
<i>For the Child:</i>	
1. Birth Certificate (PSA)	Philippine Statistics Office
2. if Birth Certificate is unavailable, copy of Certificate of Baptismal	Parish Church
3. Intake Sheet	SNP leader/ volunteer

CLIENT STEPS	LGU ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For face-to-face enrolment:				
1.Fill-up intake sheet	Provide intake sheet, inform the parent/guardian	No fee	10 mins.	Assigned SNP leader/volunteer
2.Submit requirements				
CLIENT STEPS				
For face-to-face enrolment:	<p>Checked the submitted requirements and intake sheet</p> <p>Endorsed summary/ masterlist to OSWD office</p> <p>Provide an update to the SNP leaders/volunteers</p>	No fee	2mins up to 3 days	<p>Assigned SNP leader/volunteer</p> <p>Frecelle Baraquel</p>



CITY GOVERNMENT OF PASIG OFFICE ON SOCIAL WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER 2023

NAME OF THE SERVICE:

**SECURING SOCIAL CASE STUDY REPORT OF CHILDREN IN CONFLICT WITH
THE LAW @ BAHAY ARUGA – BAHAY PAG ASA**

DESCRIPTION OF THE SERVICE:

Bahay Aruga – Bahay Pagasa provides the Social Case Study Report of Children in Conflict with the Law (CICL) for the following reasons:

- If the court needs a Comprehensive Social Case Study Report attached to the intervention plan because CICL's case is referred to Diversion Committee to determine if CICL can be diverted into the community continuum or to undergo formal court proceedings.
- If the court needs a Comprehensive Social Case Study report attached to the rehabilitation plan because CICL was found guilty and the case is referred for a Disposition conference.
- If CICL is subject to Psychological Evaluation at National Center for Mental Health (NCMH) to be used as evidence for the defense.
- If CICL will be turned over to other institutions such as Bahay Pag Asa, National Training School for Boys (NTSB), PREDA Foundation Inc., and the like.
- If CICL is hospitalized and Social Case Study Report is one of the requirements for availing medical/ financial assistance from the hospital's social service.

Office or Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT -
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	Kanlungan sa Pasig : Bahay Aruga - Bahay Pag Asa
Classification:	Highly Technical
Type of transaction:	G2C – Government to Citizen
Who may avail:	Court, Social Service agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bring the Original and photocopy of the following documents:	
Children in Conflict with the Law (CICL):	
1. Court Order	Justice Hall/ Court
2. Hospital Bill	Hospital



CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	Check completeness of requirements	No fees	2 minutes	Assigned Admin Staff
2. Fill up general information sheet (GIS)	Receive accomplished GIS and check the veracity of requirements	No fees	2 minutes	Assigned Admin Staff
3. Submit self or parent/ guardian for interview and answers questions asked by SW	Interview client	No fees	30 minutes	Registered Social Worker
4. Take note of the schedule home visit (if necessary)	Set Schedule for home visit	No fees		Registered Social Worker
	Perform home visit as scheduled (bring	No fees		Archie Salmo

	documents submitted by the client)			Nancy Paulino Benjie Daquiaog Justynne Rose Villaran
	Forward Social Case Study report to Center Head for Signature	No fees		Admin Staff/ Liaison Officer
	Review/ Approve and sign the Social Case Study Report	No fees	5 – 15 minutes	Center Head Ma. Milet Ancheta
5.Claim or receive Social Case Study Report	Issue/ Submit Social Case Study report to concerned agency or institution	No fees	3 – 5 minutes	Assigned Admin Staff

NAME OF THE SERVICE:

SECURING PARENTAL CAPABILITY ASSESSMENT REPORT

DESCRIPTION OF THE SERVICE:

Bahay Aruga – Bahay Pag Asa issues Parental Capability Report to parents/ guardians who wants to take the custody of their children from the center. This will be used by the parents/ guardians for the filing of Motion to Release on Recognizance (ROR) in court and will be the Judge’s basis in releasing the minor to the parents/ guardians.

Office or Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT - Kanlungan sa Pasig : Bahay Aruga - Bahay Pag Asa
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All reported child at risk and vulnerable women.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bring Original and photocopy of the Following: <ul style="list-style-type: none"> Letter of request from the Public Attorney’s Office (PAO) 	

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirement/s	Check completeness of the presented requirement/s	No fees	2 – 3 minutes	Registered Social Worker
2. Submit Requirement/s	Receive accomplished GIS and check the veracity of the requirements	No fees	1 minutes	Archie Salmo Nancy Paulino Benjie Daquiaog
3. Sign the logbook	Record transactions in the logbook and have the client sign the logbook	No fees	1 minute	Justynne Rose Villaran
4. Submit self for interview and answer questions asked by SW	Interview client	No fees	20 – 25 minutes	
5. Take note of Schedule of home visit	Set schedule for home visit File documents submitted	No fees	1 minute	Registered Social Worker Archie Salmo Nancy Paulino Benjie Daquiaog Justynne Rose Villaran
	Conduct home visit as scheduled.	No fees	30 minutes to 1 hour	Registered Social Worker
	Prepare Parental Capability Assessment Report	No fees	30 minutes to 45 minutes	Archie Salmo

	(PCAR) and encode			Nancy Paulino
	Forward Parental Capability Assessment Report (PCAR) to the Center Head for Signature	No fees	2 – 3 minutes	Benjie Daquiaog Justynne Rose Villaran
	Review/ approve and sign Parental Capability Assessment Report (PCAR)	No fees	5 – 15 minutes	Center Head Ma. Milet Ancheta
	Call/text the client to inform him/ her for the pick-up or availability of his/her request PCAR	No fees	2 – 3 minutes	Assigned Admin Staff
6. Claim Parental Capability Assessment Report (PCAR)	Release Parental Capability Assessment Report (PCAR) to the client	No fees	1 minute	Registered Social Worker
7. Sign the Logbook	Let the client sign the logbook indicating the date and time the PCAR was received	No fees	2 minutes	Assigned Admin Staff

NAME OF THE SERVICE:**AVAILING ASSISTANCE IN FILING A LEGAL CASE****DESCRIPTION OF THE SERVICE:**

Bahay Aruga – Bahay Pag Asa provides assistance to clients who are victims of different kinds of abuses (physical, emotional, psychological, verbal and sexual) and want to file formal complaint/s against their perpetrators.

Office or Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT - Kanlungan sa Pasig : Bahay Aruga - Bahay Pag Asa
Classification:	Complex
Type of transaction:	G2C – Government to Citizen
Who may avail:	Abandoned, neglected, and abused children/ residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral letter &/ or Social Case Summary (if referred by other social service agencies)	Referring Party (e.g., Barangay or Social service agencies)
2. Pertinent legal documents (e.g. Sworn	

Statement, Medico legal report, Police Blotter, Barangay Certificate, etc.)	Hospital, PNP (Sub-station/PCP, WCPC, etc.) and Barangay Hall
3. Birth Certificate (if any)	Philippines Statistics Authority (PSA)

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	<ul style="list-style-type: none"> ● Review completeness of information and veracity of requirements ● Endorse the case to a Registered Social Worker and record the name and case of the applicants. 	No fees	2 - 3 minutes	Assigned Admin Staff
2. Submit self for interview and answer questions asked by SW	<ul style="list-style-type: none"> ● Conduct in-depth interview, assess case to identify case category ● Perform initial assessment about the case of the client, if client is qualified for legal service 	No fees	30 minutes – 1 hour	Registered Social Worker
3. Write letter of Intent	<ul style="list-style-type: none"> ● If qualified, request client to write a Letter of Intent with regards to the needed assistance. ● Feedbacking and Case Conference with Center Head ● Make the final decision & implement 	No fees	10 – 15 minutes	Registered Social Worker and Center Head Ma. Milet Ancheta

	proper case management			
4. Submit self for interview and answer questions asked by SW during 2 nd interview	<ul style="list-style-type: none"> ● Conduct brief discussion/ explanation about the legal process to undertake ● Assist in filing the client's Sworn Statement at the office of the Philippine National Police (PNP), Women and Children Protection Desk (WCPD) for the filing of a formal complaint 	No fees		Assigned Registered Social Worker
	<ul style="list-style-type: none"> ● Assist client during Inquest Proceedings 	No fees		
	<ul style="list-style-type: none"> ● Record and file pertinent documents including case folios 	No fees		

NAME OF THE SERVICE:**AVAILING INTENSIVE THERAPEUTIC COUNSELING****DESCRIPTION OF THE SERVICE:**

Bahay Aruga – Bahay Pag Asa provides intensive therapeutic counseling to clients who are emotionally disturbed and needs guidance in solving his/ her own problem. The counseling sessions are usually given to clients who have problems, bothered emotionally, cannot decide, and therefore needs professional help.

Office or Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT - Kanlungan sa Pasig: Bahay Aruga – Bahay Pag Asa
Classification:	Simple
Type of transaction:	G2C-Government to Citizens
Who may avail:	<ul style="list-style-type: none">- Children in Conflict with the Law (CICL)- Children at Risk (CAR)- Students (juvenile delinquents)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsed and Referral Letter and Social Case Summary (if referred by other social service agencies)	Referring Party (e.g., School, Barangay and Social Service agency)

CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-up general intake sheet (GIS)	<ul style="list-style-type: none"> ● Provide general intake sheet 	No fees	5 -10 minutes	Assigned Admin Staff
2. Submit accomplished GIS and requirements	<ul style="list-style-type: none"> ● Review completeness of information and veracity of requirements ● Endorse the case to a Registered Social Worker 	No fees	3 -5 minutes	
3. Submit self for interview and answer questions asked by SW	<ul style="list-style-type: none"> ● Conduct initial interview ● Perform initial assessment about the case of the client, if client is qualified for the counseling 	No fees	3 - 5 minutes	Registered Social Worker/s
4. Participate in the Counseling process	<ul style="list-style-type: none"> ● Identify case category ● Gather other pertinent information related to the case through clarification and continued interview with the client ● Write assessment on Intake Sheet ● Formulate treatment plan ● Affix signature in the “<i>interviewed</i>” 	No fees	20 – 30 minutes	Registered Social Worker/s

	<i>by</i> ” portion on the Intake Sheet			
5. Participate in the implementation of the treatment plan as agreed during discussion of the treatment plan	<ul style="list-style-type: none"> ● Implement proper case management and feedbacking to Center Head 	No fees	20 – 30 minutes	Registered Social Worker/s Center Head Ma. Milet Ancheta
6. Take note of schedule of next counseling (if still needed)	<ul style="list-style-type: none"> ● Schedule the client for the next counselling session and provide regular counselling/psychosocial sessions if necessary ● Record what transpired during counselling session 	No fees	10 -15 minutes	Registered Social Worker/s

NAME OF THE SERVICE:**SECURING CERTIFICATE ON ASSESSMENT OF DISCERNMENT (R.A 9344)****DESCRIPTION OF THE SERVICE:**

Bahay Aruga – Bahay Pag Asa provides a certificate on Assessment of Discernment to Children in Conflict with the Law (CICL) as proof that the client/s have discernment thus knows the difference between right from wrong. As per R.A 9344, if CICL is found to be 15 years old below, he or she will be immediately turned over to Bahay Pag - Asa for community-based intervention program but if the crime committed is a heinous crime, he will be mandatory placed in Bahay Pag Asa.

Office or Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT - Kanlungan sa Pasig: Bahay Aruga – Bahay Pag Asa
Classification:	Complex
Type of transaction:	G2C-Government to Citizens
Who may avail:	CICL ages 15 years old plus 1 day to 17 years old

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Endorsement Letter from the Police	PNP, WCPD
2. Barangay Blotter	Barangay Hall/ PNP
3. Birth Certificate	Philippine Statistics Office (PSA)
4.Medical Certificate	Hospital

CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Requirement/s	<ul style="list-style-type: none"> ● Check completeness of the presented requirement/s 	No fees	2 -3 minutes	Assigned Admin Staff
2.Secure and fill-up Admission Slip	<ul style="list-style-type: none"> ● Provide Admission slip 	No fees	2 - 3 minutes	
3.Secure and fill-up Intake sheet for CICL	<ul style="list-style-type: none"> ● Provide Intake Sheet for CICL 	No fees	3 - 5 minutes	
4.Submit accomplished Intake sheet for CICL and requirements	<ul style="list-style-type: none"> ● Receive and review the completeness of information and veracity of requirements 		1 minute	
5. Participate in the in-depth interview and answer the tools given	<ul style="list-style-type: none"> ● Conduct in-depth interview ● Perform initial assessment about the case of the client ● Administer the five (5) tools in determining whether the client acted with or without discernment ● Prepare Certificate ● Review the certificate 	No fees	2 -3 minutes	
6.Claim the certificate and sign the receiving copy	<ul style="list-style-type: none"> ● Let the law enforcement officer (LEO) sign the receiving copy of the 	No fees	2 - 3 minutes	

	certificate			
7. Submit him/herself to PAO lawyer and Prosecutor escorted by Law Enforcement Officer	● Assist CICL to PAO for seeking legal advice and Public Prosecutor for inquest proceedings	No fees	3 - 5 minutes	
8. Submit him/herself to Bahay Aruga – Bahay Pag Asa accompanied by the Law Enforcement Officer (LEO)	● CICL will be under the protective custody of Bahay Aruga - Bahay Pag Asa while waiting for the resolution from the Office of the City Prosecutor	No fees	10 - 15 minutes	

NAME OF THE SERVICE:

REFERRING CICL FOR INTENSIVE INTERVENTION PROGRAM

DESCRIPTION OF THE SERVICE:

Bahay Aruga – Bahay PagAsa caters to Children in Conflict with the Law (CICL) who are twelve (12) years old below who committed heinous crimes as specified in the law. He/She will be mandatorily placed in “Bahay PagAsa” which shall be called Intensive Juvenile Intervention and Support Center (IJISC) and will be subjected to undergo intensive intervention program as mandated by Republic Act 10630 otherwise known as *An Act strengthening the Juvenile Justice system in the Philippines, amending for the purpose of republic act 9344 known as the Juvenile Justice and Welfare Act of 2006.*

Office or Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT - Kanlungan sa Pasig: Bahay Aruga – Bahay Pag Asa
Classification:	Highly Technical
Type of transaction:	G2C-Government to Citizens
Who may avail:	Children ages 12 years old to 14 years old

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement Letter from the Police	PNP, WCPD

2. Barangay Blotter/ Spot Report or Police Blotter	Barangay Hall/ PNP
3. Birth Certificate	Philippine Statistics Office (PSA), Local Civil Registrar (LCR)
4. Medical Certificate	Hospital

CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirement/s	● Check completeness of the presented requirement/s	No fees	2 -3 minutes	Assigned Admin Staff
2. Secure and fill-up Admission Slip	● Provide Admission slip	No fees	2 - 3 minutes	
3. Secure and fill-up Intake sheet for CICL	● Provide Intake Sheet for CICL	No fees	3 - 5 minutes	
4. CICL's parents/guardian to execute written authorization for voluntary commitment - if parents/guardians refuse or fail to execute	● Review and file executed authorization for voluntary commitment for CICL	No fees	5 – 7 minutes	
	● Prepare Social Case study attached the Intensive intervention plan for CICL needed for preparation of report which will be submitted to court	No fees	1 day	Registered Social Worker
	● File petition for Involuntary commitment to court pursuant to	P2,000.00	72 hours	Registered Social

	Presidential Decree No. 603, as amended, otherwise known as “The Child and Youth Welfare Code”			Worker/s
5. Submit accomplished Intake Sheet for CICL and requirements	<ul style="list-style-type: none"> ● Receive and review the completeness of information and veracity of requirements 	No fees	1 minute	Assigned Admin Staff/ Information Desk Officer
6. Submit self for interview and answer questions asked by SW	<ul style="list-style-type: none"> ● Conduct in-depth interview ● Perform initial assessment about the case of the client 	No fees	30 - 45 minutes	Registered Social Worker
	<ul style="list-style-type: none"> ● Feedbacking and conduct of case conference with Center Head 	No fees	1 hour	Registered Social Worker Center Head Ma. Milet Ancheta

NAME OF THE SERVICE:**PROVISION OF REQUIREMENTS FOR POSTING BAIL****DESCRIPTION OF THE SERVICE:**

Bahay Aruga – Bahay Pag Asa help assist/ provide other requirements needed by the Children in Conflict with the Law (CICL) in posting bail for their temporary liberty.

Office or Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT - Kanlungan sa Pasig: Bahay Aruga – Bahay Pag Asa
Classification:	Simple
Type of transaction:	G2C-Government to Citizens
Who may avail:	Parents/ guardians of Children in Conflict with the Law (CICL)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Case Information	
2. Branch where the case was raffled	Justice Hall

CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE

		PAID		
1.Present Requirement/s	<ul style="list-style-type: none"> ● Check completeness of the presented requirement/s 	No fees	2 minutes	Registered Social Worker/s
2.Submit requirements	<ul style="list-style-type: none"> ● Receive and check veracity of the requirements 	No fees	1 minute	Archie Salmo Nancy Paulino
3.Note schedule of release of the Certificate of Safekeeping/ Detention, Mug shot and fingerprint	<ul style="list-style-type: none"> ● Prepare certificate of Safekeeping/ Detention (Prepare 2 copies of the Certification, 1 copy is for the Center/s file) 	No fees	5 minutes	Benjie Daquiaog Justynne Rose Villaran
	<ul style="list-style-type: none"> ● Take photograph of CICL showing his frontal, left and right facial profile ● Assist CICL in getting his fingerprints 	No fees	5 – 10 minutes	Assigned Admin Staff
	<ul style="list-style-type: none"> ● Review/ approve and sign Certificate of Safekeeping/ Detention 		5 – 10 minutes	Center Head Ma. Milet Ancheta
4.Claim certificate of Safekeeping/ Detention, Mug shot and fingerprint of COCL	<ul style="list-style-type: none"> ● Issue Certificate of Safekeeping/ Detention, Mug Shot and fingerprint of CICL ● File duplicate copy of the Certification which was signed by the CICL’s parents/ 	No fees	5 – 10 minutes	Admin Staff

	guardians as proof of receipt			
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send Feedback	Clients/Parents/Visitors are encouraged to accomplish feedback forms and drop them at the designated drop box located near the guardhouse of Bahay Aruga – Bahay Pag Asa.
How Feedback is processed	Feedback is/ are gathered and processed by the Supervising House Parents on duty and hand over to Social Worker on duty.
How to file a complaint	Accomplished the client complaint form and drop them at the designated drop box located near the guardhouse of Bahay Aruga – Bahay Pag Asa.
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/ forwarded to Social Worker by the supervising House Parent, who will collate the complaint and final submission to the center head who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	Feedback and complaint may send through the Bahay Aruga – Bahay Pag- Asa email address: Bpayouth2020@gmail.com

NAME OF THE SERVICE:

BAHAY KALINGA NG PASIGUENA (BKP)

DESCRIPTION OF THE SERVICE:

1.Counseling and/ or Psychotherapy Service – this service is provided to Women and LGBTQ’s in distressful conditions/situations. Counseling service is a type assistance where a qualified person verbally communicates with victims and their families to give professional guidance concerning through psychosocial methods which does not involves medication.

Office or Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT – Bahay Kalinga ng Pasiguena (BKP)
Classification:	Simple
Type of transaction:	G2C-Government to Citizens
Who may Avail	Gender Based Violence (GBV) victims which includes Women & LGBTQs ages 18 to 59 years old, preferably residing in Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Referral Letter	

	From referring Barangay and/or agency
2.Social case Summary if referred by other Social Service agencies	

CLIENTS STEPS	OFFICE ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secure and fill-up Intake Sheet	● Provide Intake Sheet	No fees	10 - 20 minutes	Carmen Rago
2.Submit accomplished Intake Sheet	● Review the completeness of entries	No fees	5 minutes	
3.Participate in the initial interview based on that were written in the intake form	<ul style="list-style-type: none"> ● Conduct initial interview ● Perform initial assessment 	No fees	10 - 15 minutes	Carmen Rago

CLIENTS STEPS	OFFICE ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.Write a sworn statement and affix signature over printed name of client	<ul style="list-style-type: none"> ● Identify case category ● Gather other pertinent information related to the case through clarification and continued interview with the client ● Affix signature in the “interviewed by’ portion of the Intake Sheet ● Forward intake sheet and sworn statement to Social Worker/ 	No fees	10 mins.	Carmen Rago

	Psychologist			
5.Wait to be called	<ul style="list-style-type: none"> ● Assess case ● Write assessment on Intake Sheet ● Formulate a plan of action ● Affix signature in the “assessed by” portion of Intake Sheet ● Forward Intake Sheet & Sworn Statement to the Officer-in-Charge 	No fees	10 – 15 mins.	Kimberly Reyes
	<ul style="list-style-type: none"> ● Make decision and implement proper case management 		10 mins.	Riza A. De Leon

CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6.Participate in initial counseling	<ul style="list-style-type: none"> ● Conduct initial counseling ● Determine if the client would need to undergo regular counseling/psychot herapy 	No fees	30 – 45 mins.	Kimberly Reyes Riza A. Deleon
7.Receive schedule of regular counseling	<ul style="list-style-type: none"> ● Schedule client for counseling and provide regular counseling/ psychotherapy 	No fees	3 mins.	Kimberly Reyes Riza A. Deleon

TOTAL	2 ½ hours	
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DESCRIPTION OF THE SERVICE:

2. Availment of Temporary Shelter/Protective Custody – Alternative diagnostic home care for women victims of gender-based violence or those vulnerable to abuse and exploitation. Victims are provided with protective services that will promote healing & recovery.

Office or Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT – Bahay Kalinga ng Pasiguena (BKP)
Classification:	Simple
Type of transaction:	G2C-Government to Citizens
Who may Avail	Gender Based Violence (GBV) victims which includes Women & LGBTQs ages 18 to 59 years old, preferably residing in Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral Letter	

	From referring Barangay and/or agency
2.Social case Summary if referred by other Social Service agencies	

CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secure and fill-up Intake Sheet	<ul style="list-style-type: none"> ● Provide Intake Sheet 	No fees	10 - 20 minutes	Carmen Rago
2.Submit accomplished Intake Sheet	<ul style="list-style-type: none"> ● Review the completeness of entries 	No fees	5 minutes	
3.Participate in the initial interview based on that were written in the intake form	<ul style="list-style-type: none"> ● Conduct initial interview ● Perform initial assessment 	No fees	25 - 30 minutes	Carmen Rago

CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.Write a sworn statement and affix signature over printed name of client	<ul style="list-style-type: none"> ● Identify case category ● Gather other pertinent information related to the case through clarification and continued interview with the client ● Affix signature in the “interviewed 	No fees	30 -45 mins.	Carmen Rago

	by' portion of the Intake Sheet <ul style="list-style-type: none"> ● Forward intake sheet and sworn statement to Social Worker/ Psychologist 			
5.Wait to be called	<ul style="list-style-type: none"> ● Assess case ● Write assessment on Intake Sheet ● Formulate a plan of action ● Affix signature in the "assessed by" portion of Intake Sheet ● Forward Intake Sheet & Sworn Statement to the Officer-in-Charge 	No fees	15 mins.	Kimberly Reyes
	<ul style="list-style-type: none"> ● Make decision and implement proper case management 		35 mins.	Kimberly Reyes Riza A. De Leon
TOTAL			2 ½ HOURS	

DESCRIPTION OF THE SERVICE:

3.An Aid given by a person who is not a lawyer but is knowledgeable in legal procedures and laws concerning women, children and family.

Office or Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT – Bahay Kalinga ng Pasiguena (BKP)
Classification:	Simple
Type of transaction:	G2C-Government to Citizens
Who may Avail	Gender Based Violence (GBV) victims which includes Women & LGBTQs ages 18 to 59 years old, preferably residing in Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral Letter	From referring Barangay and/or agency
2. Social case Summary if referred by other Social Service agencies	

CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-up Intake Sheet	<ul style="list-style-type: none"> ● Provide Intake Sheet 	No fees	15 minutes	Carmen Rago
2. Submit accomplished Intake Sheet	<ul style="list-style-type: none"> ● Review the completeness of entries 	No fees	5 minutes	
3. Participate in the initial interview based on that were written in the intake form	<ul style="list-style-type: none"> ● Conduct initial interview ● Perform initial assessment 	No fees	10 minutes	Carmen Rago

CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Write a sworn statement and affix signature over printed name of client	<ul style="list-style-type: none"> ● Identify case category ● Gather other pertinent information related to the case through clarification and continued interview with the client 	No fees	20 - 30 mins.	Carmen Rago

	<ul style="list-style-type: none"> ● Affix signature in the “interviewed by’ portion of the Intake Sheet ● Forward intake sheet and sworn statement to Social Worker/ Psychologist 			
5.Wait to be called	<ul style="list-style-type: none"> ● Assess case ● Write assessment on Intake Sheet ● Formulate a plan of action ● Affix signature in the “assessed by” portion of Intake Sheet ● Forward Intake Sheet & Sworn Statement to the Officer-in-Charge 	No fees	10 mins.	Kimberly Reyes
	<ul style="list-style-type: none"> ● Make decision and implement proper case management 		10 mins.	Kimberly Reyes Riza A. De Leon

CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6.Attend a brief discussion re the status of the case	<ul style="list-style-type: none"> ● Conduct a brief discussion/explanation about the legal process to undertake 	No fees	45 mins. To 1 hour	Carmen Rago/ Kimberly Reyes
7.Participate in the legal	<ul style="list-style-type: none"> ● Assist in filing 	No fees	7 working days	

procedures to be undertaken	the legal case			Kimberly Reyes Riza A. De Leon
	<ul style="list-style-type: none"> ● Follow-up procedures from the documents submitted and implement necessary actions 	No fees	10 mins.	
TOTAL			8 ½ WORKING DAYS	

DESCRIPTION OF THE SERVICE:

4. Requesting for referral letter to other institutions/ agencies/ other professionals for further case management by other institutions, agencies, or professionals.

Office or Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT – Bahay Kalinga ng Pasiguena (BKP)
Classification:	Simple
Type of transaction:	G2C-Government to Citizens

Who may Avail	Gender Based Violence (GBV) victims which includes Women & LGBTQs ages 18 to 59 years old, preferably residing in Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Referral Letter	From referring Barangay and/or agency
2.Social case Summary if referred by other Social Service agencies	

CLIENTS STEPS	OFFICE ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secure and fill-up Intake Sheet	● Provide Intake Sheet	No fees	5 - 10 minutes	Carmen Rago
2.Submit accomplished Intake Sheet	● Review the completeness of entries	No fees	5 minutes	
3.Participate in the initial interview based on that were written in the intake form	● Conduct initial interview ● Perform initial assessment	No fees	5 -10 minutes	Carmen Rago

CLIENTS STEPS	OFFICE ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.Write a sworn statement and affix signature over printed name of client	● Identify case category ● Gather other pertinent information related to the case through	No fees	20 - 30 mins.	Carmen Rago

	<p>clarification and continued interview with the client</p> <ul style="list-style-type: none"> ● Affix signature in the “interviewed by” portion of the Intake Sheet ● Forward intake sheet and sworn statement to Social Worker/ Psychologist 			
5.Wait to be called	<ul style="list-style-type: none"> ● Assess case ● Write assessment on Intake Sheet ● Formulate a plan of action ● Affix signature in the “assessed by” portion of Intake Sheet ● Forward Intake Sheet & Sworn Statement to the Officer-in-Charge 	No fees	15 - 20 mins.	Kimberly Reyes
	<ul style="list-style-type: none"> ● Make decision and implement proper case management 		10 mins.	Kimberly Reyes Riza A. De Leon

CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> ● Facilitate procedures for referral 	none	45 min to 1 hour	Kimberly Reyes

6.Receieved the referral letter and sign in the logbook	<ul style="list-style-type: none"> ● Issue the referral letter or form ● Secure the signature of the client signifying acceptance of the referral letter or form 	none		Carmen Rago Kimberly Reyes
TOTAL			2 TO 2 1/2 HOURS	

DESCRIPTION OF THE SERVICE:

4. Psychological Assessment Reports are done by the Bahay Kalinga ng Pasiguena (BKP) Psychologist. This type of report is confidential and serves for purposes particular to each BKP client case management and upon endorsement to other institutions, agencies,

facilities or other professionals. In some cases, this document is used in trial proceedings to supplement a client case.

Office or Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT – Bahay Kalinga ng Pasiguena (BKP)
Classification:	Simple
Type of transaction:	G2C-Government to Citizens
Who may Avail	Women in especially difficult circumstances (WEDC) involves victims of violence against women and their children (VAWC)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral Letter	From referring Barangay and/or agency
2. Social case Summary if referred by other Social Service agencies	
3. Other pertinent documents as required	

CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-up Intake Sheet	● Provide Intake Sheet	No fees	5 - 10 minutes	Carmen Rago
2. Submit accomplished Intake Sheet	● Review the completeness of entries	No fees	5 minutes	
3. Participate in the initial interview based on that were written in the intake form	● Conduct initial interview ● Perform initial assessment about the case	No fees	5 -10 minutes	Carmen Rago

CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Participate in the initial interview based	If client is qualified	No fees	5 -10 minutes	

on that were written in the intake form	for referral service			
4. Write a sworn statement and affix signature over printed name	<ul style="list-style-type: none"> ● Identify case category ● Gather other pertinent information related to the case through clarification and continued interview with the client ● Affix signature in the “interviewed by” portion of Intake Sheet ● Forward Intake Sheet & Sworn Statement to the Social Worker/ Psychologist 	No fees	20 - 30 mins.	Carmen Rago
5. wait to be called	<ul style="list-style-type: none"> ● Assess case ● Write assessment on Intake Sheet ● Formulate a plan of action ● Affix signature in the “assessed by” portion of Intake Sheet ● Forward Intake Sheet to the Officer in Charge 		15 - 20 mins.	Mary Elwin Manlicic

CLIENTS STEPS	OFFICE ACTIONS	FEES TO	PROCESSING	PERSON
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		BE PAID	TIME	RESPONSIBLE
	<ul style="list-style-type: none"> ● Make decision & implement proper case management 	none	10 – 15 mins	Riza A. Deleon
<p>6.Submit other required documents</p> <p>Participate in interviews and psychological assessment procedures</p>	<ul style="list-style-type: none"> ● Facilitate the process on psychological assessment ● Refer to medical team to determine health condition ● Conduct Psychological interview ● Administer Psychological tests ● Perform Collateral interview (relatives, friends, case worker other identified contact persons) <p>Note: incase the client was referred by other agencies, a copy of the Social Case Study or a Social Case Summary is needed)</p>	none	45 mins to 1 hour	Mary Elwyn Manlicic
7.Disclose other personal information related to the needed assistance during the interview	<ul style="list-style-type: none"> ● Conduct in-depth interview ● Prepare the Psychological Assessment report 	No fees	4 working days	

CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8.Receive Psychological Assessment report document and sign the receiving copy	<ul style="list-style-type: none"> ● Issue Psychological Assessment report ● File the receiving copy 	No fees	2 – 3 mins.	Carmen Rago
TOTAL			4 days & 2 – 3 ½ hours	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send Feedback</p>	<ul style="list-style-type: none"> • Client/s may accomplish complaint form and drop them in the designated drop box) located at the Information Desk at the Office on Social Welfare and Development ground flr. • For ECCD a drop box was also provided at the ECCD unit office located at GAD, Compound • For Kanlungan sa Pasig, a drop box was provided at the KSP lobby • For Bahay Kalinga, a drop box was provided located at BKP lobby <p>Also, feedback may be sent thru the Office official email address:</p> <ul style="list-style-type: none"> • pasigsocialwelfare@gmail.com • pcsw@pasigcity.gov.ph • pasigeccdunit@gmail.com
<p>How Feedback is processed</p>	<p>All submitted feedback forms (drop box and online) are gathered and processed by assigned Admin Staff</p>
<p>How to file a complaint</p>	<ul style="list-style-type: none"> • Client/s may accomplish complaint form and drop them in the designated drop box) located at the Information Desk at the Office on Social Welfare and Development ground flr. • For ECCD a drop box was also provided at the ECCD unit office located at GAD, Compound • For Kanlungan sa Pasig, a drop box was provided at the KSP lobby • For Bahay Kalinga, a drop box was provided located at BKP lobby <p>Also, complaints may be sent thru the Office email address:</p> <ul style="list-style-type: none"> • pasigsocialwelfare@gmail.com • pcsw@pasigcity.gov.ph • pasigeccdunit@gmail.com
<p>How complaints are processed</p>	<p>Complaints received from drop box or online will be gathered and processed by assigned Admin staff. Will be submitted and presented to the Department Head who will act on the complaint and provide feedback to the client on the action/s taken.</p>