



CITY GOVERNMENT OF CALAMBA

CITIZEN'S CHARTER 2023



AGENCY PROFILE

I. Mandate:

Ito ay patakaran ng bansa na isulong ang integridad, pananagutan, at maayos na pangangasiwa sa public affairs, at itaguyod ang epektibo at positibong hakbang laban sa pangungurakot at korapsyon sa gobyerno. Dahil dito, isinabatas ang Republic Act No. 9485 o ang Anti-Red Tape Act (ARTA) noong 2007.

Isinasaad sa Anti-Red Tape Act o ARTA Law na unahin ang interes ng taong-bayan bilang pagbibigay kahulugan sa serbisyo-publiko. Inaatasan ang lahat ng ahensya ng gobyerno na ihatid ang serbisyo-publiko sa epektibo at mahusay na paraan. Layunin nito na alisin ang red tape sa pamamagitan ng pag-aalis ng nakahihirap na pamamaraan ng pagbibigay ng pangunahing serbisyo na nagiging dahilan upang mabuo ang Citizen's Charter sa bawat ahensya ng gobyerno at sangay nito.

Dahil dito, ang Citizen's Charter ay naglalayon na:

1. Magkaroon ng pinabuti at mas pinalinaw na sistema at pamamaraan ng paghahatid ng serbisyo sa bayan;
2. Bawasan ang insidente ng korapsyon;
3. Mapataas ang tiwala at kompyansa ng taong-bayan sa gobyerno; at Itaas ang produksyon at kahusayan bunga ng pagsunod ng mga lingkod-bayan sa batayan ng pagbibigay serbisyo.

II. Vision:

Calamba is a globally-competitive green city with a progressive inclusive economy and resilient community where God-centered people learn, live and work in a safe, secured and healthy environment, and ably led by proactive and integrity-driven leaders.

III. Mission:

Work in partnership with its citizenry to deliver, exceptional, effective, fiscally responsible and gender-responsive services while preserving and protecting the environment and enhancing a high standard of community living.



IV. Service Pledge:

- Walang application o request na ibabalik nang walang kaukulang aksyon (maaring aprubado/di-aprubado)
- Hindi aabot sa tatlong (3) araw na paggawa para sa simple transaction, pitong (7) araw para sa complex transaction at dalawampung (20) araw para sa highly technical transaction.
- Ang dokumento ay limitado sa tatlong (3) pipirma lamang
- Ang taga-hatid ng pangunahing serbisyo ay dapat laging nakasuot ng opisyal na identification card o ID o anumang pagkakakilanlan sa kanya habang nakikipagtransaksyon sa taong-bayan
- Ang bawat opisina ay dapat nagbibigay ng angkop na schedule sa pagbibigay ng pangunahing serbisyo upang masiguro na maasikaso ang mga kliyente anumang oras kahit na lunch break o lampas na ng oras ng pagtatrabaho (maaaring magkaroon ng 7am hanggang 7pm shift sang-ayon sa ilang personnel mechanisms gaya nito ngunit hindi limitado sa rotation system ng mga empleyado, sliding flexi-time, reliever system lalo na sa peak times ng mga transaksyon o paglalaan ng sapat na bilang ng empleyado sa oras ng tanghalian at merienda)
- Ang mga tawag sa telepono ay dapat sagutin sa loob ng dalawang pagtunog nito.
- Ang walk-in clients ay dapat kilalanin sa loob ng 2 minuto lamang
- Ang mga taga-bigay ay dapat maging magalang sa mga kliyente



OFFICE OF THE SANGGUNIANG PANLUNGSOD

EXCERPTS FROM THE MINUTES OF THE REGULAR SESSION OF THE SANGGUNIANG PANLUNGSOD OF CALAMBA CITY HELD LAST MARCH 27, 2023 AT THE COVERED COURT OF BARANGAY CAMALIGAN, CITY OF CALAMBA AT 9:15 IN THE MORNING.

MEMBERS:

<i>Hon. ANGELITO S. LAZARO, JR.</i>	<i>City Vice-Mayor/ Presiding Officer</i>
<i>Hon. JOSELITO G. CATINDIG</i>	<i>City Councilor</i>
<i>Hon. SATURNINO J. LAJARA</i>	<i>City Councilor</i>
<i>Hon. LEEANNE P. ALDABE-CORTEZ</i>	<i>City Councilor</i>
<i>Hon. DYAN DV. ESPIRIDION</i>	<i>City Councilor</i>
<i>Hon. JUAN C. LAZARO</i>	<i>City Councilor</i>
<i>Hon. PURSINO C. ORUGA</i>	<i>City Councilor</i>
<i>Hon. MOISES E. MORALES</i>	<i>City Councilor</i>
<i>Hon. DOREEN MAY F. CABRERA</i>	<i>City Councilor, Sick Leave</i>
<i>Hon. GERARD R. TERUEL</i>	<i>City Councilor</i>
<i>Hon. ARVIN L. MANGUIAT</i>	<i>City Councilor</i>
<i>Hon. EDISON M. NATIVIDAD</i>	<i>City Councilor</i>
<i>Hon. MARIA KATHRINA V. SILVA-EVANGELISTA</i>	<i>City Councilor</i>
<i>Hon. EDUARDO R. SILVA</i>	<i>City Councilor, ABC-President</i>
<i>Hon. KENNETH P. DELAS LLAGAS</i>	<i>City Councilor, SK-President</i>

ABSENT:

NONE

RESOLUTION NO. 218
Series of 2023

Sponsor: Councilor DYAN DV. ESPIRIDION

A RESOLUTION APPROVING CITY ORDINANCE NO. 758 SERIES OF 2023, "AN ORDINANCE ADOPTING AND INSTITUTIONALIZING THE REENGINEERED CITIZEN'S CHARTER OF CALAMBA CITY, LAGUNA".

WHEREAS, it is hereby declared the policy of the State to maintain honesty and integrity in the public service and take positive and effective measures against graft and corruption;

WHEREAS, Section 458 (a) of Republic Act No. 7160, otherwise known as the Local Government Code of 1991, provides that the Sangguniang Panlungsod, as the Legislative Body of the city, shall enact ordinances, approve resolutions and appropriate funds for the general welfare of the city and its inhabitants;

WHEREAS, to improve the delivery of public service in the Philippines, Republic Act 9485 otherwise known as the Anti-Red Tape Act of 2007 was enacted into law;

WHEREAS, RA 9485 mandates for the formulation of Citizen's Charter in every local government units and other government offices to hasten all government transactions and efficient service to clients;

WHEREAS, Republic Act 10032 or "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007", was enacted on May 28, 2018, to provide a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in government;

WHEREAS, the Local Chief Executive indorsed to the Sangguniang Panlungsod updated Citizens Charter of the City of Calamba approved by the Committee on Anti-Red Tape (CART) in its Resolution No. 01, Series of 2023, entitled: "A Resolution Approving the Reengineered Citizens Charter of the City Government of Calamba and Endorsing the same to the Sangguniang Panlungsod for Adoption and Institutionalization";

WHEREAS, Section VI, Declaration of Commitment Duty, of City Ordinance No. 593, Series of 2016, provides that the City Government of Calamba commits and binds itself the duty of updating, reprinting and distributing the City of Calamba Citizen's Charter within one (1) year after every local election;

WHEREAS, in recognition of the need to better improve the quality of service to its constituents, the Sangguniang Panlungsod deems it necessary to establish a more responsive and citizen-friendly governance through the reengineering of the city's Citizens Charter;

NOW THEREFORE, on motion of **Councilor DYAN DV. ESPIRIDION**, **unanimously seconded by all the members present**, be it resolved as it is hereby resolved by the Sangguniang Panlungsod of Calamba City in session assembled, to approve City Ordinance No. 758 Series of 2023, to wit:

CITY ORDINANCE NO. 758
Series of 2023

AN ORDINANCE ADOPTING AND INSTITUTIONALIZING THE REENGINEERED CITIZEN'S CHARTER OF CALAMBA CITY, LAGUNA.

Be it ordained by the Sangguniang Panlungsod in session assembled that:

SECTION I. TITLE. This ordinance shall be known as "**An Ordinance Adopting and Institutionalizing the Reengineered Citizen's Charter of Calamba City, Laguna**".

SECTION II. PURPOSE. This Ordinance is enacted to adopt and institutionalize the Reengineered Citizen's Charter for the City of Calamba, Laguna, for the purpose of updating and providing a program for the adoption of simplified requirements and procedures that reduce red tape and expedite business and non-business related transactions in the City of Calamba pursuant to Republic Act 10032 or "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, Amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape of 2007".

SECTION III. LEGAL COMPLIANCE.

- a. Republic Act 7160 otherwise known as the Local Government Code of 1991.
- b. Republic Act 10032 dated May 28, 2018, "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape of 2007".

- c. Department of the Interior and Local Government (DILG) Memorandum Circular No. 2021-144 dated December 27, 2021, reiterating ARTA Memorandum Circular No. 2021-09, Series of 2021, "Issuance of the Whole-of-Government Reengineering Manual".

SECTION IV. IMPLEMENTING RULES AND REGULATIONS. Within sixty (60) days from the effectivity date of this Ordinance, the Office of the City Mayor, shall promulgate the rules and regulations for the implementation of the Reengineered Citizen's Charter of the City of Calamba, which shall be deemed effective upon the approval thereof by the Sangguniang Panlungsod.

SECTION V. SEPARABILITY CLAUSE. If any provision of this Ordinance is declared unconstitutional or illegal by any court of competent jurisdiction, other parts or provisions hereof not affected shall continue to be in full force and effect.

SECTION VI. REPEALING CLAUSE. All ordinances, executive orders and administrative issuances or part thereof which are inconsistent with this Ordinance are hereby repealed or modified accordingly.

SECTION VII. EFFECTIVITY. This Ordinance shall take effect fifteen (15) days after its publication in a local newspaper of general circulation and the posting in three (3) conspicuous public places within the city.

ENACTED BY THE SANGGUNIANG PANLUNGSOD OF CALAMBA CITY at its Regular Session held on **March 27, 2023.**

Certified Enacted:


HON. ANGELITO S. LAZARO, JR.
City Vice Mayor

Attested by:


ATTY. NOEL M. VILLANUEVA
SP Secretary

Approved by:


HON. ROSELLER H. RIZAL
City Mayor



We are proud to present to you the revised Citizen's Charter of the City of Calamba. This collaborative effort is our testament in pushing *Ramdam na Reporma* in all government processes and services in the spirit of transparency, efficiency, and most of all, accountability.

Our citizen's charter is not only a document that outlines the services that our city government provides, but most importantly, it institutionalizes the standards of service that we expect to meet. It is important to have a citizen's charter because it helps to ensure that our government is transparent and accountable to the people it serves.

We are not only compliant with Republic Act No. 9485, but we take it with great commitment the essence of public service which is honesty and integrity. This government shall be a message of efficiency in governance. This means that our government should be effective and economical in its use of resources while providing quality service to Calambeños.

Sooner, as we envision Calamba as a digital and later on a Smart City, we will fully maximize the advantages of information and management technology as we digitize our operations. We are fully committed to this vision as we continue to streamline processes, reduce costs, and improve the quality of public administration.

I call on every government worker to uphold firmly and seriously carry out this citizen's charter as this is an essential tool in making our city a better place to live, work, and raise a family because we have the best government.





CITY SOCIAL SERVICES OFFICE

External Services



FAMILY AND COMMUNITY WELFARE DIVISION

1. Tulong Pinansyal para sa Balik Probinsya

Office or Division :		City Social Services Office – Family & Community Welfare Division		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate/Clearance		Barangay Hall		
2. Certificate of Indigency				
3. Kompirmadong Halaga ng pamasaha		Bus Company o kung saan sasakay pauwi ng probinsya		
4. Valid ID o Voter's ID / Voter's Certificate (photocopy)		Comelec		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga kinakailangang dokumento	1.1 Suriin ang mga dokumento at kunin ang mga impormasyon gamit ang intake sheet.	Walang babayaran	20 minuto	Social Services Support Staff
	1.2 Isagawa ang pagbisita base sa nakalap na impormasyon		1 oras	Social Welfare & Dev't Officer
	1.3 Iproseso ang dokumento at bigyan ng Claim Stub.		5 minuto	City Social Welfare & Dev't Officer
2. Kuhanin ang Tulong Pinansyal sa Treasury Office				
TOTAL :		None	1 oras at 25 minuto	

Note: Ang tulong pinansyal ay makukuha ng hindi hihigit sa loob ng dalawampung (20) araw sapagka't dadaan pa ito sa mga sumusunod na tanggapan Mayor's Office, Budget, Accounting at Treasury Office para iproseso.



2. Tulong Pinansyal para sa Serbisyong Pagpapalibing

Office or Division :	City Social Services Office - Family and Community Welfare Division			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Mamamayan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate/Clearance		Barangay Hall		
2. Certificate of Indigency				
3. Orihinal / Certified True Copy ng Kontrata sa Punerarya		Funeral Service		
4. Original / Certified True Copy ng Rehistro ng Kamatayan		City Civil Registry Office		
5. Valid ID o Voter's ID / Voter's Certificate (photocopy)		Kliyente / Comelec		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga kinakailangang dokumento	1.1 Suriin ang mga dokumento at kunin ang mga impormasyon gamit ang intake sheet.	Walang Babayaran	20 minuto	Social Services Support Staff
	1.2 Isagawa ang pagbisita base sa nakalap na impormasyon		1 oras	
	1.3 Iproseso ang dokumento at bigyan ng claim stub.		5 minuto	Social Welfare & Dev't Officer
2. Kuhanin ang Tulong Pinansyal sa Treasury Office				
Total :		None	1 oras at 25 minuto	

Note: Ang tulong pinansyal ay makukuha ng hindi hihigit sa loob ng dalawampung (20) araw sapagka't dadaan pa ito sa mga sumusunod na tanggapan Mayor's Office, Budget, Accounting at Treasury Office para iproseso.



3. Tulong Pinansyal para sa Serbisyon “Hospitalisasyon”

Office or Division :	City Social Services Office - Family and Community Welfare Division			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Mamamayan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate/Clearance		Barangay Hall		
2. Certificate of Indigency				
2. Orihinal / Certified True Copy ng Hospital Bill/Promissory Note/ Treatment Protocol or diagnostic request.		Hospital		
4. Original/Certified True Copy ng Rehistro ng Medikal o Medical Abstract				
5. Valid ID o Voter's ID / Voter's Certificate (photocopy)		Sarili / Comelec		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga kinakailangang dokumento	1.1 Suriin ang mga dokumento at kunin ang mga impormasyon gamit ang intake sheet.	Walang babayaran	20 minuto	Social Services Support Staff
	1.2 Iproseso ang dokumento at bigyan ng claim stub		5 minuto	Social Welfare & Dev't Officer
2. Kuhanin ang Tulong Pinansyal sa Treasury Office				
TOTAL :		None	25 minuto	

Note: Ang tulong pinansyal ay makukuha ng hindi hihigit sa loob ng dalawampung (20) araw sapagka't dadaan pa ito sa mga sumusunod na tanggapan Mayor's Office, Budget, Accounting at Treasury Office para iproseso.



4. Tulong Pinansyal para sa Serbisyong Medikal

Office or Division :		City Social Services Office - Family and Community Welfare Division		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamayan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate/Clearance		Barangay Hall		
2. Certificate of Indigency				
3. Original/Certified True Copy ng Rehistro ng Medikal o Medical Abstract		Hospital / Clinic		
4. Original/Certified True Copy ng Latest Doctors Prescription				
5. Valid ID o Voter's ID / Voter's Certificate (photocopy)		Sarili		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga kinakailangang dokumento	1.1 Suriin ang mga dokumento at kunin ang mga impormasyon gamit ang intake sheet.	Walang babayaran	20 minuto	Social Services Support Staff
	1.2 Iproseso ang dokumento at bigyan ng claim stub.		5 minuto	Social Welfare & Dev't Officer
2. Kuhanin ang Tulong Pinansyal sa Treasury Office				
TOTAL:		None	25 minuto	

Note: Ang tulong pinansyal ay makukuha ng hindi hihigit sa loob ng dalawampung (20) araw sapagka't dadaan pa ito sa mga sumusunod na tanggapan Mayor's Office, Budget, Accounting at Treasury Office para iproseso.



5. Special Assistance Tulong Pinansyal sa Distress / Repatriated OFW at ibang nangangailangan ng pagkakakitaan

Office or Division :	City Social Services Office - Family and Community Welfare Division			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Mamamayan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate/Clearance		Barangay Hall		
2. Certificate of Indigency				
3. Valid ID o Voter's ID / Voter's Certificate (photocopy)				
<u>Para sa distressed/repatriated OFW:</u> <ul style="list-style-type: none"> • Photocopy ng travel documents/pasa porte o bansa nanggaling • Work contract 				
<u>Para sa nangangailangan ng panimulang puhunan:</u> <ul style="list-style-type: none"> • Personal na sulat kahilingan na nagpapakita ng kalalagayan sa buhay • Kalakip ang planong paggagamitan ng tulong pinansyal 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga kinaka-ilangang dokumento	1.1 Suriin ang mga dokumento at kunin ang mga impormasyon gamit ang intake sheet.	Walang Babayaran	20 minuto	Social Services Support Staff
	1.2 Isagawa ang pagbisita base sa nakalap na impormasyon		1 oras	Social Welfare & Dev't Officer
	1.3 Iproseso ang dokumento at bigyan ng claim stub.	Walang babayaran	5 minuto	Social Welfare & Dev't Officer



2. Kuhanin ang Tulong Pinansyal sa Treasury Office				
TOTAL :		None	1 oras at 35 minuto	

Note: Ang tulong pinansyal ay makukuha ng hindi hihigit sa loob ng dalawampung (20) araw sapagka't dadaan pa ito sa mga sumusunod na tanggapan Mayor's Office, Budget, Accounting at Treasury Office para iproseso.

6. Tulong Pinansyal para sa Nasunugan o Naapektuhan ng Kalamidad

Office or Division :	City Social Services Office - Family and Community Welfare Division		
Classification :	Simple		
Type of Transaction :	G2C – Government to Citizen		
Who may avail :	Mamamayan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Barangay Certificate/Clearance		Barangay Hall	
2. Certificate of Indigency			
3. Photo copy ng valid ID o Voter's ID/ o Sertipiko ng Botante, pasyente o kamag-anak		Kliyente / Comelec	
<u>Para sa nasunugan ng bahay:</u> <ul style="list-style-type: none"> • Original na kopya o Certified True copy ng BFP fire report • Barangay blotter/Affidavit of damaged/burnt possession 		BFP office	
<u>Para sa naapektuhan ng kalamidad:</u> <ul style="list-style-type: none"> • Personal na sulat kahilingan na nagpapakita ng kalalagayan sa buhay at epekto ng kalamidad sa kabuhayan • Larawan bilang patunay na naapektuhan sa kalamidad (totally damaged/partially damaged) 		Sarili	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga kinakailangang dokumento	1.1 Tanggapin at suriin ang mga dokumento at pagkuha ng mga impormasyon gamit ang intake sheet.	Walang Babayaran	20 minuto	Social Services Support Staff
	1.2 Isagawa ang pagbisita base sa nakalap na impormasyon		1 oras	Social Welfare & Dev't Officer
	1.3 Iproseso ang dokumento at bigyan ng claim stub.		5 minuto	Social Welfare & Dev't Officer
2. Kuhanin ang Tulong Pinansyal sa Treasury Office				
TOTAL :		None	1 oras at 30 minuto	

Note: Ang tulong pinansyal ay makukuha ng hindi hihigit sa loob ng dalawampung (20) araw sapagka't dadaan pa ito sa mga sumusunod na tanggapan Mayor's Office, Budget, Accounting at Treasury Office para iproseso.



7. Kahilingan para sa Paggawa ng Certificate of Indigence

Office or Division :	City Social Services Office - Family and Community Welfare Division	
Classification :	Complex	
Type of Transaction :	G2C – Government to Citizen	
Who may avail :	Mamamayan	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<i>Para sa pagsasaayos ng spelling ng pangalang sa Birth Certificate (Correction of Name) para isumite sa Tanggapan ng Local Civil Registry:</i>		
1. Barangay Certificate/Clearance		Barangay Hall
2. Certificate of Indigency		
3. Birth Certificate (photocopy)	City Civil Registry Office	
5. Pagpapatunay o Sertipiko na walang pag-aari ng lupa/bahay o yaman	City Assessment Office	
6. Valid ID o Voter's ID / Voter's Certificate	Sarili / Comelec	
<i>Para sa Libreng Pangangailangang Legal (Libreng bayad sa abogado – Public Attorney)</i>		
1. Barangay Certificate/Clearance		Barangay Hall
2. Certificate of Indigency		
3. Court Case Record	Trial Court	
4. Proof of Income	Employer	
5. Pagpapatunay o Sertipiko na walang pag-aari ng lupa/bahay o yaman	City Assessment Office	
7. Valid ID o Voter's ID / Voter's Certificate (photocopy)	Sarili / Comelec	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga kinaka-ilangang dokumento	1.1 Suriin ang mga dokumento at pagkuha ng mga impormasyon gamit ang intake sheet at bigyan ng claim stub	Walang babayaran	20 minuto	Social Services Staff
	1.2 Isagawa ang pagbisita base sa nakalap na impormasyon		20 minuto	Social Worker
	1.3 Iproseso ang Certificate of Indigence		10 minuto	
2. Tanggapin ang dokumento	2. Ibigay ang Certificate of Indigence		3 minuto	Social Services Staff
TOTAL :		None	53 minuto	

Note: Ang Certificate of Indigence ay makukuha ng hindi hihigit sa loob ng pitong (7) araw sapagka't dadaan pa ito sa sa evaluation at pagbisita sa bahay.



8. Kahilingan para sa Paggawa ng Social Case Study Report

Office or Division :	City Social Services Office - Family and Community Welfare Division	
Classification :	Simple	
Type of Transaction :	G2C – Government to Citizen	
Who may avail :	Mamamayan	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<i>A. Para sa tulong medikal na ilalapit sa mga opisyal ng gobyerno para sa matagalang gamutan:</i>		
1. Barangay Certificate/Clearance		Barangay Hall
2. Certificate of Indigency		
3. Valid ID o Voter's ID / Voter's Certificate		Kliyente / Comelec
4. Original o Certified True Copy of Medical Certificate / Clinical Abstract		Hospital
5. Original o Certified True Copy of Laboratory Test Result (CT Scan, MRI, Dialysis, Radiation o iba pang may kaugnayan sa laboratory)		
<i>B. Para sa tulong hospitalization:</i>		
1. Barangay Certificate/Clearance		Barangay Hall
2. Certificate of Indigency		
3. Valid ID o Voter's ID / Voter's Certificate		Kliyente / Comelec
4. Original o Certified True Copy of Medical Certificate / Clinical Abstract		Hospital
5. Original o Certified True Copy ng Promissory Note		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga kinakailangang dokumento	1.1 Suriin ang mga dokumento at pagkuha ng mga impormasyon gamit ang intake sheet	Walang babayaran	5 minuto	Social Services Support Staff
	1.2 Isagawa ang Interview at iproseso ang dokumento		30 minuto	Social Worker
	1.3 Lagdaan ang Social Case Study Report		5 minuto	City Social Welfare & Dev't Officer
2. Tanggapin ang dokumento	2. Ibigay sa kliyente ang Social Case Study Report		3 minuto	Social Services Staff
Total:		None	43 minuto	



9. Kahilingin para sa Paggawa ng Komprehensibong Social Case Study Report

Office or Division :	City Social Services Office - Family and Community Welfare Division	
Classification :	Complex	
Type of Transaction :	G2C – Government to Citizen	
Who may avail :	Mamamayan	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p><i>Ang Komprehensibong Social Case Study Report ay nangangailangan ng malalimang interview sa kliyente batay sa format ng SCSR. Na kung saan ay ilalapat sa ibang ahensya na hihingan ng tulong sa matagalang gamutan; malaki ang bill sa hospital o anumang klase ng tulong. Dokumentong kailangan depende sa sitwasyon:</i></p>		
1. Barangay Clearance	Barangay Hall	
2. Certificate of Indigency		
3. Valid ID o Voter's ID / Voter's Certificate	Sarili / Comelec	
4. Original o Certified True Copy of Medical Certificate / Clinical Abstract	Hospital	
5. Original o Certified True Copy of Laboratory Test Result (CT Scan, MRI, Dialysis, Radiation o iba pang may kaugnayan sa laboratory)		
6. Original o Certified True Copy of Hospital bill		
7. Certificate of Ownership of Property / No Property	City Assessment Office	
8. Latest payslip/Certificate of Employment of patient/family member (any proof of income)	Employment Office	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga kinaka-ilangang dokumento	1.1 Tanggapin at suriin ang mga dokumento at pagkuha ng mga impormasyon gamit ang intake sheet	Walang babayaran	5 minuto	Social Services Support Staff
	1.2 Isagawa ang Pagbisita / Interview sa kliyente at iproseso ang dokumento		30 minuto	Social Worker
	1.3 Lagdaan ang Social Case Study Report		5 minuto	City Social Welfare & Dev't Officer
2. Tanggapin ang dokumento	2. Ibigay sa kliyente ang Social Case Study Report		3 minuto	Social Services Staff
TOTAL :		None	43 minuto	

Note: Ang Certificate of Indigence ay makukuha ng hindi hihigit sa loob ng pitong (7) araw sapagka't dadaan pa ito sa sa evaluation at pagbisita sa bahay.



10. Kahilingan sa Paggawa ng Certificate of Financial Incapability para sa Universal Health Card ng Philhealth

Office or Division :	City Social Services Office - Family and Community Welfare Division			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Mamamayan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Ang Social Case Study Report ay nangangailangan ng malalimang interview sa kliyente batay sa format ng SCSR. Na kung saan ay ilalapat sa ibang ahensya na hihingan ng tulong sa maaring matagalang gamutan; malaki ang bill sa hospital o anumang klase ng tulong. Dokumentong kailangan depende sa sitwasyon:</i>				
1. Barangay Certificate/Clearance		Barangay Hall		
2. Certificate of Indigency				
3. Valid ID o Voter's ID / Voter's Certificate		Sarili / Comelec		
4. Original o Certified True Copy of Medical Certificate / Clinical Abstract		Hospital		
5. Original o Certified True Copy of Laboratory Test Result (CT Scan, MRI, Dialysis, Radiation o iba pang may kaugnayan sa laboratory)				
6. Original o Certified True Copy of Hospital bill				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga kinakailangang dokumento	1.1 Suriin ang mga dokumento at pagkuha ng mga impormasyon gamit ang intake sheet	Walang babayaran	5 minuto	Social Services Support Staff
	1.2 Isagawa ang Pagbisita / Interview sa kliyente at iproseso ang dokumento		30 minuto	Social Worker / Day Care Worker
	1.3 Lagdaan ang Social Case Study Report		5 minuto	City Social Welfare & Dev't Officer



2. Tanggapin ang dokumento	2. Itala sa logbook at ibigay sa kliyente		3 minuto	Social Services Staff
TOTAL :		None	43 minuto	

Note: Ang Certificate of Indigence ay makukuha ng hindi hihigit sa loob ng tatlong (3) araw sapagka't dadaan pa ito sa sa evaluation at pagbisita sa bahay.

11. Paggawa at Pagbibigay ng Solo Parent Identification Card

Office or Division :	City Social Services Office – Family & Community Welfare Division		
Classification :	Complex		
Type of Transaction :	G2C – Government to Citizen		
Who may avail :	Mamamayan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<u>New Solo Parent ID</u>			
1. Solo Parent Application Form		CSSO	
2. Barangay Clearance / Certificate		Barangay Hall	
3. 1x1 ID picture white background (1pc)		Kliyente	
4. Certificate of Employment (if employed)		Employer	
5. Sketch ng Bahay		Kliyente	
6. Photocopy ng mga sumusunod: <ul style="list-style-type: none"> • Voter's ID / Voter's Certificate or any valid ID • Birth Certificate ng mga anak (if minor) • PWD ID ng anak (<i>kahit minor o nasa tamang edad basta nasa pangangalaga ng nag-aapply/ not functional</i>) • <i>School Registration form/Assessment kung ang anak ay nasa edad 18 pataas kung hindi pa kayang buhayin ang sarili at nag-aaral pa</i> • Income Tax Return (ITR) (if employed) • Death Certificate (if widow/widower) 		Kliyente / Comelec City Civil Registry Office / PSA PDAO School BIR City Civil Registry Office / PSA	



<p>Original Copy ng mga sumusunod (depende sa katatayuan ng isang pagiging solo parent na nag-aapply at updated ang petsa:</p> <ol style="list-style-type: none"> 1. Affidavit of Guardianship (Kung ikaw ay: Kapatid/lola/lolo/tiyahin/tiyuhin) 2. Affidavit of Abandonment (kung Kasal) 3. Affidavit of Non-Marital (unwed mother/father) 4. Declaration of Legal Separation 5. Declaration of Nullity or Annulment of Marriage 6. Certificate of Detention /Resolution kung ang asawa ay nakakulong na ng isang taon 7. Medical Certificate kung ang asawa ay PWD at wala ng kakayahan na maghanapbuhay dahil sa sakit o kapansanan) 	<p>Any Legal Office</p> <p>Hospital</p>
<p><u>Para sa Renewal ng Solo Parent ID</u></p>	
<p>1. Solo Parent Application Form</p>	<p>City Social Services Office</p>
<p>2. Old Solo Parent ID (photocopy)</p>	<p>Kliyente</p>
<p>3. 1x1 ID picture white background (1pc)</p>	
<p>4. Birth Certificate (if minor) (photocopy)</p>	<p>City Civil Registry Office / PSA</p>
<p>5. Certificate of Employment</p>	<p>Employer</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga kinakailangang dokumento	1.1 Suriin ang mga dokumento at isagawa ang Pre-assessment upang malaman kung qualified o hindi.	Walang babayaran	10 minuto	Social Services Staff
	1.2 Isagawa ang pagbisita Approved: Tuloy ang proseso Disapproved: May kinakasama, walang minor o buntis		1 oras	Social Worker
	1.3 Iproseso ang solo parent ID.		10 minuto	
2. Tanggapin ang Solo Parent ID	2. Abisuhan ang kliyente sa pamamagitan ng text o tawag.		5 minuto	Social Services Staff
TOTAL :		None	1 oras at 50 minuto	

Note: Makukuha ang Solo Parent ID ng hindi hihigit sa loob ng dalawampung (20) araw sapagkat dadaan pa ito sa pre-assessment, evaluation at pagbisita sa bahay.



12. Kahilingan sa paggawa ng Komprehensibong Social Case Study Report para sa Rehabilitasyon sa mga gumagamit ng ipinagbabawal na gamot

Office or Division :	City Social Services Office – Family & Community Welfare Division	
Classification :	Complex	
Type of Transaction :	G2C – Government to Citizen	
Who may avail :	Mamamayan	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>Para sa admission sa Rehabilitation Center:</i>		
1. Barangay Clearance / Certificate		Barangay Hall
2. Certificate of Indigency		
3. Valid ID o Voter's ID / Voter's Certificate		Sarili / Comelec
4. Birth Certificate		City Civil Registry Office
5. Mayor's Referral		Mayor's Office
6. Sulat mula sa Center Manager ng Rehabilitation Center na nakaadmit and kliyenteng drug user na kailangan ng social case study report mula sa social worker ng calamba		Rehabilitation Center
7. Original Certificate ng Resulta ng Drug Test		Drug Testing Center
8. Laboratory Test: CBC, Urinalysis, Chest X-ray, Hepa Screening, ECG para sa edad 35 pataas		Hospital / Clinic
9. Whole Body Picture		
10. Drug Dependency Certificate		JP Rizal Hospital, Calamba
11. Blotter ng Barangay o Police Clearance		Police Station
12. Court Clearance		RTC Calamba
13. Petition for voluntary commitment		Dangerous Drug Board, QC.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga kinakailangang dokumento	1.1 Suriin ang mga dokumento at pagkuha ng impormasyon gamit ang intake sheet.	Walang babayaran	10 minuto	Social Services Staff
	1.2 Isagawa ang pagbisita		1 oras	Social Welfare Officer II
	1.3 Iproseso ang dokumento at ipasa sa Court		20 minuto	City Social Welfare & Development Officer
2. Hintayin ang abiso	2. Abisuhan ang kliyente ng desisyon ng korte.		5 minuto	Social Services Staff
TOTAL :		None	1 oras at 40 minuto	

Note: Ang programang ito ay natutupad sa pakikipagtulungan ng mga ahensya ng Gobyerno at makukuha ang hinihinging dokumento ng hindi hihigit sa pitong (7) araw.



13. Tulong Pinansyal (Guarantee Letter)

Pagtulong para mabawasan ang bayarin sa pagamutan

Office or Division :	City Social Services Office – Family & Community Welfare Division			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Mga nasa pagamutan / nakalabas na pero may naiwang bayarin sa pagamutan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Orihinal na panayam gamit ang intake sheet		Sa kawani ng CSSO na nasa unahang serbisyo.		
2. Orihinal/Katibayang nagmula sa orihinal - Clinical Abstract o sulat kamay ng doktor para sa laboratoryo o kwenta ng bayarin sa pagamutan o laboratoryo.		Pagamutan pirmado / Doktor may PTC at numero ng lisensya		
3. Orihinal/Katibayang nagmula sa orihinal - Barangay clearance / Sertipiko ng karukhaan		Bahay Pamahalaan ng Barangay - dapat pirmado ng Kapitan ng Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite at ipatasa ang kinakailangang mga dokumento	1. Suriin at Tasahin ang dokumento kung tama at naayon sa hinihinging tulong	Walang babayaran	20 minuto	City Social Services Staff
	2.1 Aktuwal na pagkausap o interview		20 minuto	Day Care Worker I Day Care Worker II
	2.2 Iproseso ang dokumento		40 minuto	Day Care Worker II Social Welfare Officer II
2. Tanggapin ang Guarantee Letter	2. Ibigay ang Guarantee Letter		2 minuto	Day Care Worker II
TOTAL :		None	1 oras 22 minuto	



SPECIAL SOCIAL SERVICES DIVISION

14. Paghingi ng tulong para sa Agarang Rescue

Office or Division :	City Social Services Office – Special Social Services Division – WCPU Unit			
Classification :	Simple			
Type of Transaction :	G2C-Government to Citizen, G2G-Government to Government			
Who may avail :	Mga batang biktima ng Abuse, Trafficking, Child Labor, Prostitution at pagmamaltrato, pagpapabaya at exploitation etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Biktima ng iba't-ibang pang-aabuso na nangangailangan ng agarang aksyon (babae o lalaki)				
2. Tawag sa Telepono o Sulat mula sa mga partner agency o iba pang Social Welfare Offices				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal na pumunta o tumawag sa opisina upang magreport.	1. Magsasagawa ng risk assessment upang malaman kung nangangailangan ng rescue. Matapos ang risk assessment at kailangang isagawa ang rescue, makikipag-coordinate sa pulisya upang masamahan sa gagawing rescue operation at ipapatala sa pulisya ang nasabing rescue.	Walang babayaran	15 minuto	Social Worker



	2. Isasagawa ang rescue operation.		Ang oras ay depende sa layo at sitwasyon	
2. Magbibigay ng personal information at detalye ng insidente o pang-aabuso.	2. Magsasagaw ng intake interview (<i>personal na information at mga importanteng detalye patungkol sa pang-aabuso o insidente</i>)	Walang babayaran	15 minuto	Social Worker
3. Pumunta sa Accredited Hospital para magpasuri. (<i>Kapag nangangailangang magsagawa ng Medico-Legal / Physical Examination</i>)	3.1 Ihahanda ang sulat/Request letter para sa Medico-Legal / Physical examination (<i>Kung kinakailangan para ipasuri ang bata at makikipag-coordinate sa PNP</i>)		15 minuto	Social Worker / PNP
	3.2 Matapos ang nasabing gawain, maghahanda ng After Rescue Operation Report na isusumite sa Department Head.		10 minuto	Social Worker
4. Kung magsasampa ng kaso	4. Tutulungan ang biktima sa pagsasampa ng kaso.		15 minuto	



	<p>Magsasagawa muli ng Risk Assessment. Kung ang biktima ay nangangailangan ng Protective Custody sa dahilang wala itong matutuluyan o High Risk dahil sa mga sumusunod na kadahilanan:</p> <ol style="list-style-type: none"> 1. <i>Walang kakayanan ang mga magulang upang mapangalagaan ang biktima;</i> 2. <i>Ang nang-abuso ay kamag-anak ng biktima;</i> 3. <i>Walang malapit na kamag-anak na maaaring mag-alaga o umalalay sa biktima;</i> 4. <i>May pagbabanta sa buhay ng bata o ng babaeng biktima;</i> <p>Ito ay maaaring ihanap o bigyan ng pansamantalang matutuluyan (Temporary Shelter)</p>	Walang babayaran	15 minuto	Social Worker
TOTAL :		None	1 araw	



15. Paghingi ng tulong para sa pagsasampa ng kaso ng batang biktima ng pang-aabuso na sa saklaw ng batas ng RA 7610 at biktima ng pang-aabuso na saklaw ng batas na RA 9262

Office or Division :	City Social Services Office – Special Social Services Division – WCPU Unit			
Classification :	Highly Complex			
Type of Transaction :	G2C-Government to Citizen, G2G-Government to Government			
Who may avail :	Mga batang biktima ng pang-aabuso o mga batang nanganganib na maaaring magkasala sa batas, o indibidwal na nangangailangan ng counseling			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate		City Civil Registry Office		
2. Medico-Legal Examination		Accredited Hospital for Medico-Legal/Physical Examination		
3. Barangay Blotter		Barangay		
4. Marriage Certificate (if married)		City Civil Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magtungo sa opisina upang magreklamo o magsumbong ng pang-aabusong nararanasan ng biktima.	1. Magsasagawa ng Intake Interview <i>(Personal na information at mga malalim pang detalye ng pang-aabusong nararanasan)</i> at magsasagawa ng evaluation sa nararanasan ng biktima	Walang babayaran	15 minuto	WCPU Staff / Social Worker
2. Magsampa ng kaso	2. Gagawa ng sulat para sa Medico-legal o Physical Examination	Walang babayaran	15 minuto	Social Worker



3. Pumunta sa hospital para sa Medico-legal / Physical examination				Medico-Legal Doctor
4. Magbibigay ng Sworn Statement sa Police Station				Police
5. Pumunta sa Office of the Prosecutor				Prosecutor
	<p>6. Magsagawa ng risk assessment</p> <p>Kung Kailangan ng protective custody:</p> <p>Makikipag-coordinate sa ibang sangay na maaaring magbigay ng protective custody tulad ng Calamba Children Shelter of Hope at Women Crisis and Therapy Center.</p> <p>Kung hindi kailangan ng protective custody:</p> <p>Maari ng umuwi ang bata at maghintay na lamang ng tawag o order mula sa Office of the Prosecutor para sa Preliminary Hearing</p>	Walang babayaran	10 minuto	Social Worker
TOTAL :		None	40 minuto	



Note: Kapag ang available shelter ay sa labas ng Calamba City.

Ihahanda ang mga dokumento na kinakailangan para sa Protective Custody tulad ng mga sumusunod:

1. Social Case Study Report
2. Medical Certificate
3. Medico-legal / Physical Examination
4. Birth Certificate
5. Sworn Statement of the Victim filed in court

16. Pagtulong sa Pag-asikaso sa mga batang nanganganib na magkaroon ng suliranin sa batas (Child-At-Risk) at batang may suliranin sa batas o Children in Conflict with the Law (CICL).

Office or Division :	Special Social Services Division- Children Welfare and Development Section			
Classification :	Highly Technical			
Type of Transaction :	G2C-Government to Citizen, G2G-Government to Government			
Who may avail :	PNP and other agency who holds custody of the CICL, Magulang/Guardian ng bata			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate		City Civil Registry Office		
2. Barangay Blotter		Barangay		
3. Investigation data from PNP and attached documents/evidences		PNP		
4. Order/Case disposition and Case Information from City Prosecutor's Office <i>Note: Kapag Child-At-Risk, Barangay Blotter only</i>		Prosecutor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pumunta sa opisina upang ilapit o idulog ang alalahanin	1. Magsasagawa ng interview hinggil sa suliraning inilapit (personal information ng bata at ibang pang mahalagang detalye) at magsasagawa ang Social Worker ng assess-	Walang babayaran	1 oras	Social Worker



	<p>ment para sa naaayon na intervention.</p> <p><i>*Kung nangangailangan ng temporary custody ayon sa assessment ng Social Worker at Order mula sa City Prosecutor's Office ang bata ay irerefer sa Second Chance Home for CICL.</i></p> <p><i>Note: Kung ang bata ay may kasong nakabinbin sa Office of the Prosecutor, ang mga sumusunod ang gagawin.)</i></p>			
2. Magbibigay ang Office of the Prosecutor ng request para sa Assessment of Discernment	2.1 Magsasagawa ng Discernment Test sa bata at magsasagawa ng interview sa mga magulang hinggil sa kanilang pamilya.	Walang babayaran	7 days	Social Worker
	2.2 Isusumite ang Discernment Assessment Test Result sa Office of the Prosecutor		10 minuto	Social Worker Staff
4. Dadalo ang BCPC representative, CICL, guardian ng CICL at iba pang kalahok sa pagbuo ng plano	4.1 Magsasagawa ng pag-uusap para sa pagbuo ng plano o ng Intervention and Prevention Program (IPP) o Diversion proceeding sa pagitan ng bata, pamilya, guro,		2 oras	Social Worker



	social worker, nagrereklamo at iba pang maaaring makatulong sa program intervention ng bata (e.g. BWCPD, Kagawad)			
	4.2 Gagawa ng Kasunduan (IPP) para sa bata at papipirmahan sa lahat ng kalahok sa programa.		1 oras	Social Worker
5. Ang bata at guardian ay magrereport sa opisina ayon sa napagkasunduan para sa Family Conferencing at monitoring ng Kasunduan	5. Isasagawa ang plano : <i>a. Psychological Evaluation (If needed)</i> <i>b. Life Skills/Home Management</i> <i>c. Behavioral Modification</i> <i>d. Counseling at iba pa.</i>		6 months	
TOTAL :		None		



17. Paghingi ng Parenting Capability Assessment

Office or Division :		Special Social Services Division- Children Welfare and Development Section		
Classification :		Simple		
Type of Transaction :		G2C-Government to Citizen, G2G-Government to Government		
Who may avail :		LGU o iba pang Social Welfare Agency		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PCAR Request Letter		LGU o iba pang Social Welfare Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ang LGU o iba pang Social Welfare Agency na may kustodiya sa kliyente ay magpapadala ng PCAR request sa opisina O Ang magulang/ guardian ng client ay lalapit sa opisina upang ibigay ang PCAR request galing sa ibang LGU o ibang Social Welfare Agency na may custody sa client	1.1 Magsasagawa ng interview o home visit kung saan naninirahan ang mga magulang /guardian ng client at magsasagawa ng assessment at intervention katuwang ang mga magulang/ guardian ng client.	Walang babayaran	1 araw	Magulang / Guardian Social Worker
	1.2 Gagawa ng ng Parenting Capability Assessment Report		4 oras	Social Worker
2. Kukunin ng mga magulang/ guardian ng client ang Parenting Capability Assessment at	2. Ibigay ang resulta ng isinagawang Parenting Capability Assessment o	Walang babayaran	10 minuto	Social Woker



ibibigay sa LGU o Social Welfare Agency	Ipapadala ng opisina sa pama-magitan ng courier/ email sa LGU o Social Welfare Agency			
3. Dadalo ang client sa Exit Conference	3. Pagdalo sa Exit Conference na pinagkasunduan ng opisina at requesting Social Welfare Agency at magbibigay ng mga sumusunod: Transfer Summary Report/After Care Program		1 araw	
TOTAL :		None		

18. Pagsasagawa ng After Care Program

Office or Division :	Special Social Services Division- Children Welfare and Development Section			
Classification :	Highly Technical			
Type of Transaction :	G2G-Government to Government			
Who may avail :	LGU o iba pang Social Welfare Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. After Care Request		LGU o iba pang Social Welfare Agency		
2. Transfer Summary Report/ After Care Program Report				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ang LGU o iba pang Social Welfare Agency ay magpapadala ng After Care request letter at Transfer Summary Report (TSR) / Social Case	Magsasagawa ng case conference kasama ng Social Worker, magulang/guardian, BCPC at representative galing sa iba pang Social Welfare	Walang babayaran	4 oras	Social Worker at iba pang mga kalahok



Study Report (SCSR) sa opisina. O Ang magulang/ guardian ng client ay lalapit sa opisina upang ibigay ang After care request Letter at Transfer Summary Report/ Social Case Study	Agency at pag-uusapan ang mga rekomendasyon at intervention na nakasulat sa aftercare letter at TSR/SCSR			
1.1 Report galing sa ibang LGU o iba pang Social Welfare Agency				
1.2 Pipirma sa after care contract	1.2.1 Gagawa ng after care contract na naaayon sa pinag-usapang intervention at ipapaliwanag o ipapabasa ang nasabing contract		20 minuto	Social Worker
	1.2.2 Isasagawa ang after care contract		Sa Loob ng anim (6) na buwan	Magulang/ Guardian Social Worker at iba pang kalahok
2. Kukunin ng mga magulang/ guardian ng client ang After Care Feedback Report at ibibigay sa LGU o iba pang Social Welfare Agency	Kapag maayos na naisakatuparan ang after care program ay tuluyan ng tatapusin ang pinag-usapang kontrata at ibibigay ang kontrata o ipapadala ng opisina ang After Care Feedback Report sa pamamagitan ng courier/ email sa LGU o ibang Social Welfare Agency	Walang babayaran	4 oras	Social Worker
TOTAL :		None	Sa Loob ng anim (6) na buwan	



19. Request para sa Assessment of Discernment ng Children in conflict with the Law (CICL)

Office or Division :		Special Social Services Division- Children Welfare and Development Section		
Classification :		Complex		
Type of Transaction :		G2G-Government to Government		
Who may avail :		City Prosecutor's Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Court Order to Conduct Assessment of Discernment of CICL				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang Court Order for Assessment of Discernment	1.1 Magbibigay ng imbitasyon sa CICL at magulang / guardian para sa pagsasagawa ng Discernment Test	Walang babayaran	Sa loob ng pitong (7) araw	Social Worker
	1.2 Isagawa ang Assessment of Discernment			
2. Tanggapin ang Assessment of Discernment Report	2. Isumite ang Assessment of Discernment Report sa Prosecutor's Office			
TOTAL :		None	7 araw	



20. Request para sa Full Assessment of a Child-at-Risk (CAR) at Child in Conflict with the Law (CICL)

Office or Division :	Special Social Services Division- Children Welfare and Development Section			
Classification :	Highly Technical			
Type of Transaction :	G2G-Government to Government			
Who may avail :	City Prosecutor's Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Child's Presence				
2. Guardian's Presence				
1. Court Order for Discernment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang Court Order for Discernment	1.1 Magbibigay ng imbitasyon sa CICL at magulang / guardian at isasagawa ang Discernment Assessment Test	Walang babayaran	1 buwan	Social Worker
	1.2 Isumite ang Discernment Assessment Test sa City Prosecutor's Office			
	1.3 Makakatanggap ang opisina ng Court Order galing sa City Prosecutor's Office para sa Diversion Program / Intervention Program			
	1.4 Kakausapin ang bata at magulang /guardian para sa nasabing order			



	1.5 Magsasagawa ng rekomendasyon o aksyon and Social Worker batay sa Order / Disposition ng City Prosecutor's Office (Pagsasagawa ng DP/IPP/Referral sa Temporary Custody)			
TOTAL :		None	1 buwan	

21. Aplikasyon para sa Pagpapaubaya ng bata para sa Adoption

Office or Division :	Special Social Services Division			
Classification :	Simple			
Type of Transaction :	G2C-Government to Citizen			
Who may avail :	Citizen			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid ID ng magsusurrender			Kliyente	
2. Birth Certificate			City Civil Registry Office	
3. Medical Certificate			City Health Office / Hospital	
4. Deed of Voluntary Commitment (DVC)			City Social Services Office	
5. Certificate of Authority for Notarial Act (CANA)			Regional Trial Court	
6. Barangay at Police Blotter			Barangay at PNP	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dumulog sa opisina upang ipaalam ang alalahanin.	1. Isagawa ang Interview at counseling	Walang babayaran	15 minuto	Social Worker



<p>2. Kumuha ng Medical Certificate sa City Health Office kasama ang bata</p> <p><i>*Napagdesisyunan ng isagawa ang pagpapa-surrender ng bata para sa adoption.</i></p>	<p>2. Bigyan ng Medical Certificate</p>	<p>Walang babayaran</p>	<p>15 minuto</p>	<p>City Health Office</p>
<p>3. Pumunta sa Barangay at Pulis para sa Blotter Report (kadahilanan ng pagsusurrender ng bata)</p>			<p>15 minuto</p>	<p>Barangay / Pulis</p>
<p>4. Isumite ang Medical Certificate at Blotter Report, Birth Certificate at ang mga impormasyong kailangan para sa pagsulat ng Social Case Study Report</p>	<p>4. Iproseso ang Social Case Study Report at irefer sa Child Caring Agency kasama ng mga dokumentong sumusunod:</p> <p><i>*Birth Certificate</i> <i>*Medical Certificate</i> <i>*Deed of Voluntary Commitment (DVC)</i> <i>*Certificate of Authority for Notarial Act</i></p>	<p>Walang babayaran</p>	<p>2 oras</p>	<p>Social Worker</p>
<p>TOTAL :</p>		<p>None</p>	<p>2 oras at 45 minuto</p>	



22. Aplikasyon para sa Pagsurrender ng batang napulot (Foundling) para sa Adoption

Office or Division :	Special Social Services Division			
Classification :	Simple			
Type of Transaction :	G2C-Government to Citizen; G2G – Government to Government			
Who may avail :	Barangay-WCPD o Indibidwal na nakapulot sa bata			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay at Police Blotter			Barangay / PNP	
2. Medical Certificate			City Health Office	
3. Social Case Study Report			City Social Services Office	
4. Sworn Statement ng Nakapulot			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dumulog sa opisina at ipaalam ang alalahanin	1. Isagawa ang collateral interview at ihanda ang mga dokumentong kaugnay ng kaso	Walang babayaran	1 araw	Social Worker
2. Isumite ang Barangay at Police Blotter Report	2.1 Iproseso ang Social Case Study Report		1 oras	
	2.2 Irefer sa Child Caring Agency (CCA) o hahapan ng ahensya para sa long-term shelter custody		1 araw	
TOTAL :		None	2 araw at 1 oras	



23. Paghingi ng Travel Clearance (Abroad)

Office or Division :	Special Social Services Division			
Classification :	Simple			
Type of Transaction :	G2C-Government to Citizen;			
Who may avail :	Minor na kailangang magtravel kasama ang magulang/guardian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate ng Minor		Kliyente		
2. Passport Photocopy ng Companion at Minor				
3. Valid ID ng Companion				
4. Consent of Both Parents				
5. Valid ID of Both Parents				
6. 2 x 2 picture ng Minor				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga kinakailangang dokumento	1.1 Tanggapin at suriin ang mga dokumento	Walang babayaran	15 minuto	WCPU Staff
	1.2 Isagawa ng intake interview			
	1.3 Bigyan ng Travel Minor form			
2. Dalhin ang Travel Minor form sa Regional Office				DSWD Regional Office
TOTAL :		None	15 minuto	



24. Paghingi ng Travel Clearance (Local)

Office or Division :	Special Social Services Division			
Classification :	Simple			
Type of Transaction :	G2C-Government to Citizen;			
Who may avail :	Minor na kailangang magtravel kasama ang magulang/guardian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate ng Minor		City Civil Registry Office		
2. Valid ID of Both Parents		Kliyente		
3. Valid ID of Companion		Kliyente		
4. Marriage Contract (if married parents)		City Civil Registry Office		
5. Consent of Both Parents		Kliyente		
6. List of needed informations such as: *Purpose of Travel *Full address of destination *Date of Travel and until when *Full name, age, and Birthday of Minor		Kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga kinakailangang dokumento	1.1 Suriin ang mga dokumento	Walang babayaran	5 minuto	Women & Child Protection Unit Staff
	1.2 Isagawa ng intake interview at assessment		30 minuto	
	1.3 Iproseso at gawin ang dokumento			
3. Tanggapin ang Certificate of Minor's Travel	3. Ibigay ng Certificate of Minor's Travel (Local/Domestic)		5 minuto	Women & Child Protection Unit Staff
TOTAL :		None	40 minuto	

****Kung ang kamag-anak lamang ang kasama magsasa-gawa ng home visitation at pagsasagawa ng collateral interview***



25. Pagkakaloob ng tulong teknikal hinggil sa pangangampanya laban sa iba't-ibang uri ng pang-aabuso

Office or Division :		Special Social Services Division		
Classification :		Simple		
Type of Transaction :		G2G-Government to Government		
Who may avail :		Barangay at iba pang sangay ng ahensya na naglalayong maipalaganap ang kaalaman at pangangampanya laban sa iba't-ibang uri ng pang-aabuso		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter			Kliyente	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang request letter	1.1 Suriin ang request letter	Walang babayaran	15 minuto	Local Council for the Protection of Children Staff
	1.2 Isagawa ang pagbuo ng plano patungkol sa isasagawang seminar / trainings o campaign activity.		1 araw	
	1.3 Ipaalam ang schedule ng pagsasagawa ng trainings / seminars o campaign activity		5 minuto	
	1.4 Isagawa ang seminar / trainings / campaign activity	Walang babayaran	4 oras	
	1.5 Magsasagawa ng After Seminar Report			
TOTAL :		None	1 araw, 4 oras at 20 minuto	



26. Aplikasyon para sa Adoption / Foster Care

Office or Division :	Special Social Services Division			
Classification :	Highly			
Type of Transaction :	G2C-Government to Citizen;			
Who may avail :	Citizen			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter 2. Application Form 3. Court Order			1. Kliyente 2. Regional Trial Court / Municipal Trial Court	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang Application Form mga dokumentong kailangan.	1.2 Tanggapin at suriin ang mga dokumento	Walang babayaran	2 minuto	Social Worker / Client
	1.2 Isagawa ang Initial Intake Interview, Home Visitation, Collateral Information at Validation ng mga dokumentong isinumite If approved: Tuloy ang proseso base sa DSWD Implementing Rules and Regulations If disapproved: Ipaliwanag sa kliyente bkit na disapproved		3 days	
	2. Gawin ang Home Study Report at isusumite sa Korte		Base sa itinakdang Implementing Rules and Regulations ng DSWD	
TOTAL :		None		



MANPOWER DEVELOPMENT DIVISION

27. Employment Assistance Request

Office or Division :	Manpower Development Division			
Classification :	Simple			
Type of Transaction :	G2C-Government to Citizen;			
Who may avail :	Graduates of Skills Training of Calamba Manpower Development Center			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Employment Request Slip			Kliyente	
2. Certificate of Training			CMDC	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ang request form	1. Suriin at Iprepara ang Indorsement / Recommendation letter at isumite sa Department Head / Division Chief para lagdaan	Walang babayaran	20 minuto	CMDC Staff CMDC Officer
2. Tanggapin ang Indorsement Letter	2. Ibigay ang Indorsement Letter			
TOTAL :		None	20 minuto	



28. Certificate Authentication and Verification (CAV)

Office or Division :	Manpower Development Division			
Classification :	Simple			
Type of Transaction :	G2C-Government to Citizen;			
Who may avail :	Graduates of CMDC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>For Other Documents:</u> 1. Valid ID		Kliyente		
2. 3 Photocopies and 1 Original Copy of the ff. documents: -Certificate of Training and Transcript of Competencies		CMDC		
<u>For request made thru Representative:</u> 1. Photocopy/Original Valid ID of Representative		Client		
2. Photocopy/Original Valid ID of the Owner				
3. Original/Digitized Copy of Authorization Letter				
4. 3 Photocopies and 1 Original copy of the ff. documents -Certificate of Training and Transcript of Competencies		CMDC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ang request form at isumite ang mga kailangan dokumento	1.1 Tanggapin at suriin ang mga dokumento	Walang babayaran	20 minuto	CMDC Staff
	1.2 Beripikahin ang records sa enrollment / terminal reports at sa T2MIS			
	1.2 I-prepara ang dokumento at iprint ang request letter at certification para isumite sa TESDA Provincial Office		10 minuto	CMDC Staff and Officer
TOTAL :		None	30 minuto	



29. Issuance of Transcript of Competencies

Office or Division :	Manpower Development Division			
Classification :	Simple			
Type of Transaction :	G2C-Government to Citizen;			
Who may avail :	Graduates of Skills Training of Calamba Manpower Development Center			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request slip for the Issuance of Transcript of Competencies			CMDC	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ang request form	1.1 Tanggapin at suriin ang request form	Walang babayaran	5 minuto	CMDC Staff
	1.2 Beripikahin ang records sa Terminal Reports at T2MIS		15 minuto	
	1.3 Iprepara at lagdaan ang Transcript of Competencies		5 minuto	CMDC Staff and Officer
2. Tanggapin ang dokumento	2. Ibigay ang Transcript of Competencies		2 minuto	CMDC Staff
TOTAL :		None	27 minuto	



30. Issuance of 2nd Copy of Training Certificates

Office or Division :	Manpower Development Division			
Classification :	Simple			
Type of Transaction :	G2C-Government to Citizen;			
Who may avail :	Graduates of CMDC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Affidavit of Loss			Any Legal Office	
2. Request slip for the replacement of Training Certificates			CMDC	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ang request slip para sa 2 nd copy of Training Certificates	1.1 Tanggapin at beripikahin ang record ng trainees sa Terminal Reports / T2MIS	Walang babayaran	10 minuto	CMDC Staff
	1.2 Iprepara at lagdaan ang Training Certificates		10 minuto	Registration Staff / School Registrar / Division Chief
	1.3 Ipadala sa City Social Services Office para lagdaan ng Hepe		1 araw	Registration Staff Department Head
2. Tanggapin ang dokumento	2. Ibigay ang Training Certificates		3 minuto	CMDC Registration Staff
TOTAL :		None	1 araw at 23 minuto	