



City Social Welfare and Development Office

External Services

1. Conduct of Pre-Marriage Counselling

Pre-Marriage Counselling is one of the requirements in order to apply for the Marriage Certificate that can be availed of at our Civil Registry Office.

Office or Division:	City Social Welfare and Development Office, Rural Health Unit (RHU), Local Civil Registrar and Population Commission (POPCOM)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any couple who wishes to get married			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate (1 Original or 1 Certified True Copy)		Any outlet of the Philippine Statistics Authority (PSA) or Local Civil Registrar of Place of Birth		
If male is below twenty-five (25) years old and female is below twenty-one (21) years old:				
1. Letter of parental consent (1 Original Copy)		From either parent or legal guardian of the applicant/s		
2. Valid I.D. (1 Original Copy, 1 Photocopy)		From either parent or legal guardian of the applicant/		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up registration, attendance, and marriage couple expectation form	1. Assist client on Registration and proper fill up of form	None	20 minutes	Staff POPCOM Office Or CHO-RHU Or Social Worker CSWDO
2. Attend Pre marriage Orientation	2. Conduct orientation	None	4 hours	Staff POPCOM Office Or CHO-RHU Or Social Worker CSWDO
3. Claim Certificate of Attendance / Participation	3. Issue certificate of attendance/ participation	None	5 minutes	Staff POPCOM Office Or CHO-RHU Or Social Worker CSWDO
	TOTAL:	None	4 Hours and 25 Minutes	



2. Counselling on Child Rearing / Parenting Effectiveness

Counselling Service for Parents and/or guardians having difficulties with child rearing.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Parents or Guardians who are raising children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. I.D. of Parent or Guardian (1 Photocopy)		Client		
2. Birth Certificate of Child/Children (1 Photocopy)		Client		
3. Accomplished Intake Form (1 Original Copy)		City Social Welfare and Development Office (CSWDO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk into the office.	1. Endorse client to social worker.	None	5 minutes	<i>Social Worker</i> CSWDO
2. Engage in counseling session	2. Conduct counselling session and follow up activities as needed (e.g. schedule next session/s)	None	30 minutes	<i>Social Worker</i> CSWDO
TOTAL:		None	35 Minutes	

3. Complaints on Child Support or Custody

Assistance to either parent/guardian who is deprived of support or custody by the other parent / guardian of a child.

Office or Division:	City Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Parents or Guardians who are raising children			
CHECKLIST OF REQUIREMENTS		CHECKLIST OF REQUIREMENTS		
1. I.D. of Parent or Guardian (1 Original Copy, 1 Photocopy)		Client		
2. Birth Certificate of Child/Children (1 Photocopy)		Client		
3. Accomplished Intake Form (1 Original Copy)		City Social Welfare and Development Office (CSWDO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out intake sheet.	1. Provide intake sheet	None	5 minutes	<i>Social Worker CSWDO</i>
2. Voice out complaint.	2. Listen to complaint and assess case	None	15 minutes	<i>Social Worker CSWDO</i>
3. Set date when a case conference will be conducted with the complained party (if residing within San Pedro). *If complained is residing outside of San Pedro, refer client to Local Government Unit of residence of complained.	3. Issue invitation for the complained party.	None	5 minutes	<i>Social Worker CSWDO</i>
4. Hand over the invitation to the Office of Barangay of residence complained	None	None	30 minutes	Barangay of Residence of Complained Party
5. Attend scheduled case	5. Conduct case conference. Put in	None	1 hour	<i>Registered Social Worker of the</i>



conference.	writing agreements (if any) or give referral to PAO or certification of proceedings if no agreement was made between the two.			<i>Office Handling the case</i> CSWDO
	TOTAL:	None	1 Hour and 55 Minutes	

4. Financial Assistance (for Medical, Burial and other Financial concerns) – Below Php 5,000.00 grants

Financial Assistance is granted for various purposes, such as medical, burial, and other financial concerns. This process explains particularly grants that are amounted below Php 5,000.00

Office or Division:	Office of the Mayor/CSWDO			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of the City of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Original Copy, 1 Receiving Copy)		Client		
2. Certificate of Indigency (1 Original Copy)		Respective Barangay		
3. Voter's Certification (1 Original or Certified True Copy each for patient/deceased and claimant) OR Verification of COMELEC of Voter's Record at Barangay Certificate of Indigency		COMELEC		
4. Valid I.D. (1 Photocopy for each patient/deceased and claimant)		Client		
For medical assistance:				
1. Medical Abstract/Medical Certificate (1 Original or 1 Certified True Copy)		Client's Doctor, Clinic, or hospital		
2. Supporting Document/s as to the medical needs (prescription, laboratory request, operation quotation, hospital bill) (1 Photocopy)		Client's Doctor, Clinic, or hospital		
For burial assistance:				
1. Funeral Contract (1 Original or 1 Certified True Copy)		Funeral Parlor		
2. Death Certificate (1 Original or 1 Certified True Copy)		City Civil Registrar where the deceased passed away		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to the City Mayor with all the pertinent documents attached, to the City	1. Review the completeness of the requirements	None	2 minutes	Staff CSWDO
	1.1 Conduct interview and	None	3 minutes	Staff CSWDO



Social Welfare and Development Office.	further assessment to the requestor.			
	1.2 Encode the application and start the preparation of the case study.	None	5 minutes	<i>Staff CSWDO</i>
	1.3 Sign the case study.	None	3 minutes	<i>City Government Department Head / CSWDO</i>
	1.4 Forward the case study to the Office of the Mayor for approval.	None	2 minutes	<i>Staff CSWDO</i>
	1.5 Check, receive and encode the Financial, Medical or Burial Assistance and endorse to the City Mayor for approval.	None	5 minutes	<i>Clerk City Mayor's Office</i>
	1.6 Review, approve and indicate the amount of financial assistance to be given.	None	1 day	<i>City Mayor City Mayor's Office</i>
	1.7 Encode the approved Financial Assistance and prepare the revolving fund voucher.	None	5 minutes	<i>Clerk City Mayor's Office</i>
	1.8 Schedule the	None	5 minutes	<i>Clerk</i>



	release of Financial Assistance. A message will be sent to the client for the schedule.			City Mayor's Office
2. Proceed to the Office of the Mayor to receive the financial assistance based on the given schedule.	2. Release the amount to the client upon presentation of a valid I.D.	None	5 minutes	<i>Staff</i> City Mayor's Office
	TOTAL:	None	1 Day and 37 Minutes	

5. Financial Assistance (for Medical, Burial and Other Financial Concerns) – Php 5,000.00 and above grants

Financial Assistance is granted for various purposes, such as medical, burial, and other financial concerns. This process explains particularly grants that are amounted Php 5,000.00 and above.

Office or Division:	Office of the Mayor/CSWDO			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of the City of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Original Copy, 1 Receiving Copy)		Client		
2. Certificate of Indigency (1 Original Copy)		Respective Barangay		
3. Voter's Certification (1 Original or Certified True Copy each for patient/deceased and claimant) OR Verification of COMELEC of Voter's Record at Barangay Certificate of Indigency		COMELEC		
4. Valid I.D. (1 Photocopy for each patient/deceased and claimant)		Client		
For medical assistance:				
1. Medical Abstract/Medical Certificate (1 Original or 1 Certified True Copy)		Client's Doctor, Clinic, or hospital		
2. Supporting Document/s as to the medical needs (prescription, laboratory request, operation quotation, hospital bill) (1 Photocopy)		Client's Doctor, Clinic, or hospital		
For burial assistance:				
1. Funeral Contract (1 Original or 1 Certified True Copy)		Funeral Parlor		
2. Death Certificate (1 Original or 1 Certified True Copy)		City Civil Registrar where the deceased passed away		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to the City Mayor with all the pertinent documents	1. Review the completeness of the requirements	None	2 minutes	Staff CSWDO
	1.1 Conduct interview and	None	3 minutes	Staff CSWDO



attached, to the City Social Welfare and Development Office.	further assessment to the requestor.			
	1.2 Encode the application and start the preparation of the case study.	None	5 minutes	<i>Staff CSWDO</i>
	1.3 Sign the case study.	None	3 minutes	<i>City Government Department Head / CSWDO</i>
	1.4 Forward the case study to the Office of the Mayor for approval.	None	2 minutes	<i>Staff CSWDO</i>
	1.5 Check, receive and encode the Financial, Medical or Burial Assistance and endorse to the City Mayor for approval.	None	5 minutes	<i>Clerk City Mayor's Office</i>
	1.6 Review, approve and indicate the amount of financial assistance to be given.	None	1 day	<i>City Mayor City Mayor's Office</i>
	1.7 Encode the approved Financial Assistance and forward to the City Budget Office for Obligation Request (OBRe)	None	3 minutes	<i>Clerk City Mayor's Office</i>



	preparation.			
	1.8 Prepare the OBRe and forward the same to the LCE/Executive Assistant IV for signature.	None	5 minutes	<i>Staff</i> City Budget Office
	1.9 Sign the OBRe, and forward to the City Budget Office for signature.	None	1 day	<i>City Mayor Or Executive Assistant IV</i> City Mayor's Office
	1.10 Forward signed OBRe with all the attached documents to the City Accounting Office for checking and preparation of the Disbursement Voucher (DV).	None	1 day	<i>City Government Department Head I</i> City Budget Office
	1.11 Forward signed DV to the City Treasurer's Office for encoding and check preparation, have the DV and check signed by the City Treasurer, for forwarding to the Mayor's Office for signature.	None	1 day	<i>Staff</i> City Accounting Office
	1.12 Sign the DV and checks of the financial assistance.	None	1 day	<i>City Mayor Or Executive Assistant IV</i> City Mayor's Office



	1.13 Forward the signed checks to the City Accounting Office for advice. 1.14 Forward the advised check to the City Treasury Office for encoding and release.	None	3 minutes	<i>Staff</i> City Mayor's Office
		None	5 minutes	<i>Staff</i> City Accounting Office
2. Proceed to the City Treasurer's Office to receive the check and present a valid I.D.	2. Release the check to the client.	None	5 minutes	<i>Staff</i> City Treasury Office
	TOTAL:	None	5 Days and 41 Minutes	

6. Issuance of Solo Parent ID

Solo Parents who are residing at the City of San Pedro can claim a Solo Parent I.D. and enjoy the benefits as stipulated in the "Solo Parents' Welfare Act of 2000".

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Qualified solo parents residing at San Pedro City, Laguna			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification of being a Solo Parent (1 Original Copy)		Barangay of residence of applicant		
2. Affidavit of being a Solo Parent (1 Original Copy)		Legal Office of choice of Applicant		
3. Child/ren’s Birth Certificate (1 Photocopy)		Philippine Statistics Authority (any outlet) or Local Civil Registrar of place of child’s birth		
4. 1x1 I.D. Picture (2 Original Copies)		Client		
5. Accomplished Application Form (1 Original Copy)		CSWDO		
If spouse is deceased:				
1. Death Certificate (1 Photocopy)		Local Civil Registrar of place of spouse’s death		
If employed:				
1. Certificate of Employment (1 Original Copy)		Human Resources Office where the applicant works		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the log book and wait for your queuing number to be called.	1. Give queueing number	None	15 minutes	Staff CSWDO
2. Submit the requirements to the CSWDO Staff.	2. Check the submitted requirements and give client the contact number to follow-up the status of the request.	None	30 minutes	Staff CSWDO
	2.1 Prepare Solo Parent I.D. and encode it to the database.	None	5 minutes	Staff CSWDO



	2.2 Forward I.D. to the CSWDO Head and City Mayor for signature.	None	3 days	Staff CSWDO
3. Claim Solo Parent I.D.	3. Release Solo Parent I.D.	None	10 minutes	Staff CSWDO
	TOTAL:	None	3 Days and 50 Minutes	

7. Case Management of Abuse Cases

Management of cases of abuse in the form of physical, sexual, emotional, psychological, etc.

Office or Division:	City Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business Entity, G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Women and Children Victims of abuse who are residents of San Pedro City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Intake Sheet (1 Original Copy)		CSWDO		
For minors:				
1. Valid I.D. (1 Original Copy)		Client		
2. Birth Certificate (1 Photocopy)		Philippine Statistics Authority (Any outlet) or Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk into the office and log on the logbook.	1. Assign client to a registered social worker who will handle the case	None	10 minutes	Staff CSWDO
2. Write on the intake sheet and orient the social worker of the abuse that occurred.	2. Listen, document, and assess the case for appropriate action while maintaining confidentiality.	None	30 minutes	Social Worker CSWDO
3. Go to the agency referred by the social worker for proper intervention or execute the intervention plan as agreed with the Social Worker handling the case	3. Accompany, drop off, or refer the client if needed: PNP – WCPD for Genitalia Examination (rape) and giving sworn statement, and filing of case. Amante Hospital: Medico Legal	Psychological evaluation – Php 5,000.00 – 10,000.00 (depending on the case)	1 hour	Social Worker CSWDO



	(physical abuse) Psychologist: For non – physical abuse cases (e.g. emotional, economic) Shelter Agencies – if the client needs to be placed in a shelter agency (depending on the case)			
	TOTAL:	Psychological evaluation – Php 5,000.00 – 10,000.00 (depending on the case)	1 Hour and 30 Minutes	

8. Case Management of Children at Risk (CAR) and/or Children in Conflict with the Law (CICL)

Management of Cases of Children at CAR and/or CICL.

Office or Division:	City Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business Entity, G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	CAR and/or CICL themselves and their family, parties who will refer cases (e.g. Concerned Citizen, Barangay, Police, etc.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral letter (1 Original Copy)		From the referring party (if referral is from another government office)		
2. Accomplished intake sheet (1 Original Copy)		CSWDO		
3. 2x2 Photo (4 Original Copies)		From the referring party, parent, or guardian		
4. 2 pcs. long folder		From the referring party, parent, or guardian		
5. Valid I.D. of guardian and child (1 Photocopy for each)		From the referring party, parent, or guardian		
6. Certificate of live birth of child (1 Photocopy)		From the referring party, parent, or guardian		
For children fifteen (15) years old and above:				
1. Filled-out discernment evaluation (1 Original Copy)		CSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk into the office and write on the logbook	1. Refer client to Social Worker Handling CAR/ CICL	None	15 minutes	Staff CSWDO
2. Orient social worker about the case.	2. Document complaint, assist client, and assess the case for proper intervention, and conduct discernment evaluation for 15 years old and above child.	None	30 minutes	Social Worker CSWDO
3. Go to the agency where referred by the social worker for	3. For petty cases (e.g. theft, slight physical injury, etc.), a mediation	None	1 hour	Social Worker CSWDO



proper intervention will execute the intervention plan as agreed with the Social Worker handling the case	will be attempted between CAR/CICL Family and complainant, monitoring by the Social Worker. For heinous crimes: Client will be oriented of legal process, CICL will be subjected to legal proceedings and referred to a shelter agency.			
	TOTAL:	None	1 Hour and 45 Minutes	



9. Emergency Shelter Assistance

Moving victims to evacuation center during times of disaster.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Indigent Citizens of San Pedro City who are in emergency situations.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Incident Record (1 Original Copy)		Bureau of Fire Protection, Barangay (to follow)		
2. Intake Sheet (1 Original Copy)		CSWDO (can be to follow)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Be secured from hazards	1. Conduct ocular inspection, interview, assessment if needed (or if clients would rather stay with relatives)	None	1 hour	Staff CSWDO Or BFP Or Barangay Personnel Or CDRRMO
2. Be moved to evacuation center/s	2. Assist to relocate victims	None	1 hour	Staff CSWDO Or BFP Or Barangay Personnel Or CDRRMO
TOTAL:		None	2 Hours	



10. Emergency Financial Assistance

Financial assistance for victims of disasters especially during fire incidents

Office or Division:	City Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Indigent Citizens of San Pedro City, Laguna who are in emergency situations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fire Incident Report (1 Original or 1 Certified True Copy)		Bureau of Fire Protection, Barangay		
2. Accomplished Intake Sheet (1 Original Copy)		CSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to CSWDO and be interviewed, then wait for the schedule of claiming	1. Assign client to an interviewer who will make a social case study report. Provide contact Number to the client for follow up, and submit the documents to the Office of the Mayor for processing.	None	30 minutes	Staff CSWDO
2. Claim the financial assistance from the City Treasury Office and sign the payroll.	2. Release the financial assistance.	None	5 minutes	Staff CSWDO Or Staff City Treasury Office
TOTAL:		None	35 Minutes	

11. Request for Social Case Study Report

A social case study report contains summative information needed about a client that needs referral to any agency that can help augment the client's needs.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Clients seeking medical, burial, transportation, food and/or non-food items, or educational financial assistance from other agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency (1 Original Copy)		Barangay Hall where client resides		
2. Accomplished Intake Form (1 Original Copy)		CSWDO		
3. Valid I.D. of Claimant and Beneficiary (1 Photocopy)		Client		
4. Hospital Bill, Funeral Contract, Laboratory Request, Treatment Quotation or Prescription, School billing (Supporting document as to the need of the patient or family of the deceased or student) (1 Original Copy among them)		Doctor, Hospital, Clinic, Funeral Parlor, School		
For medical assistance:				
1. Medical Certificate (1 Original Copy)		Hospital or Clinic		
For burial assistance:				
1. Valid I.D. of the Deceased (1 Photocopy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements to CSWDO	1. Check submitted requirements, or advise client if there are lacking or inaccurate documents	None	5 minutes	Staff CSWDO
2. Fill-out the application/intake form and submit it.	2. Give client application form. Assist in filling up as needed	None	10 minutes	Staff CSWDO
3. Wait for the issuance of Social Case Study Report	3. Prepare Social Case Study Report and notify	None	2 days	Staff CSWDO



	client when it can be claimed.			
4. Claim Social Case Study Report	4. Issue Social Case Study Report	None	2 minutes	<i>Staff CSWDO</i>
	TOTAL:	None	2 Days and 17 Minutes	

12. Request for Certificate of Indigency

A Certificate of Indigency is issued by the CSWDO certifying that the said client belongs to an indigent family in the City of San Pedro.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Clients seeking medical, burial, transportation, food and/or non food items or educational financial assistance from other agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency (1 Original Copy, for reference only, will be returned to the client)		Barangay Hall where client resides		
2. Valid I.D. of requesting client and his/her patient, deceased relative, student, or travelling companion (1 Photocopy, whichever is applicable)		Client		
3. Supporting documents as to the nature of the request (e.g. medical, burial, educational, transportation assistance, etc.) (1 Original Copy, for reference only, will be returned to the client)		Doctor, Hospital, Clinic, School, Funeral Parlor, Local Civil Registrar (whichever is applicable)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements to CSWD	1. Check requirements, advise client if there are lacking or inaccurate documents	None	5 minutes	Staff CSWDO
2. Wait for the issuance of Certificate of Indigency	2. Prepare Certificate of Indigency and notify client when it is available for claiming.	None	20 minutes	Staff CSWDO
3. Claim Certificate of Indigency	3. Issue Certificate of Indigency to client	None	2 minutes	Staff CSWDO
TOTAL:		None	27 Minutes	