

**Administrative Support Service**

Providing the department with economical, efficient and effective services relating to personnel, information, records, supplies, equipment, collection, disbursement and general services.

**1. Financial Transaction**

**1.1 Payroll (Salaries and Other Monetary Benefits)**

OFFICE OR DIVISION	Provincial Social Welfare Development Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher (3 copies)		MIS Generated		
Obligation Request (3 copies)		MIS Generated		
Collection Lists (3 copies)		MIS Generated		
Daily Time Record (2 copies)		Individual Employees		
Approved Leave Application (1 copy)		Approved Leave from PHRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Print Payroll	1. For dissemination to all employees for any correction (draft)	None	4 hours	Admin Staff
	2.1 Receive final payroll and check for its completeness and record.	None	2 hours	Admin Staff
	2.2 Approval of the Head of Office	None	10 minutes	Admin Staff
	3. Forwarded to the Budget Office	None	15 minutes	Admin Staff

**1.2 Promotion (1st Salaries) and/or Newly Hired**

OFFICE OR DIVISION	Provincial Social Welfare Development Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Request (3 copies) Disbursement Voucher (3 copies) Collection Lists (4 copies) Daily Time Record (2 copies) Appointment/Contract of Service, Availability of Funds, Medical Certificate (1 copy) Oath of Office, Assumption of Office, SALN (1 copy) Clearance from previous Agency if transferred (1 copy)  Duly approved/received BIR Forms, Philhealth Form, Pag-Ibig Form, Member Info Sheet (1 copy for newly hired)		MIS Generated Office Office Individual Employees PHRMO PHRMO Previous Agency  BIR, Philhealth, Pag-Ibig, GSIS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved appointment papers	1.1 Receive the appointment papers and check for completeness.	None	2 hours	Admin Staff
	1.2 Prepare salary for the services rendered and record.	None	2 hours	Admin Staff
	1.3 Approval of the Head of Office	None	10 minutes	Admin Staff
	2. Forwarded to the Budget Office	None	15 minutes	Admin Staff

**1.3 Notice of Salary Adjustment/Step Increment**

OFFICE OR DIVISION	Provincial Social Welfare Development Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Request (3 copies) Disbursement Voucher (3 copies) Collection Lists (4 copies) NOSA/NOSI (1 copy) Certification of Leave without Pay for NOSI (1 copy) List of Personnel for NOSI (1 copy)		MIS Generated Office Office PHRMO Office Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved NOSA/NOSI.	1.1 Receive the NOSA/NOSI and check for completeness.	None	2 hours	Admin Staff
	1.2 Prepare, compute and record salary differential for the period rendered.	None	2 hours	Admin Staff
	1.3 Approval of the Head of Office	None	10 minutes	Admin Staff
	2. Forwarded to the Budget Office	None	15 minutes	Admin Staff

**1.4 Travel Claim**

OFFICE OR DIVISION	Provincial Social Welfare Development Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Request (3 copies) Disbursement Voucher (3 copies) Itinerary of Travel (2 copies) Certificate of Completion (1 copy) Travel Order (1 copy) Certificate of Appearance (1 copy) Bus Ticket (1 copy)		MIS Generated Office Office Office Office Concern Agency Public Transportation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office staffs submit Travel Claim	1.1 Receive the travel and check for completeness.	None	2 hours	Admin Staff
	1.2 Prepare Obligation Request and record.	None	2 hours	Admin Staff
	1.3 Approval of the Head of Office	None	10 minutes	Admin Staff
	2. Forwarded to the Budget Office	None	15 minutes	Admin Staff

**1.5 Financial Assistance**

OFFICE OR DIVISION	Provincial Social Welfare Development Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Request (3 copies) Disbursement Voucher (3 copies) Case Study (2 copies) Certificate of Eligibility (2 copies) Certificate of Indigency (2 copies) Death Certificate or Medical Abstract or Blood Request (1 Photocopy) Government issued ID (1 Photocopy)		MIS Generated Office M/CSWDO of LGU M/CSWDO of LGU Barangay of the Indigent Hospital/Blood Bank BIR, SSS, GSIS, Pag-Ibig, Post Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents	1.1 Recieve the documents and check for completeness.	None	2 hours	Admin Staff
	1.2 Prepare Obligation Request and record.	None	2 hours	Admin Staff
	1.3 Approval of the Head of Office.	None	10 minutes	Admin Staff
	2. Forwarded to the Budget Office.	None	15 minutes	Admin Staff

**1.6 Bills**

OFFICE OR DIVISION	Provincial Social Welfare Development Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Request (3 copies) Disbursement Voucher (3 copies) Statement of Account/Original Receipt (1 copy)		MIS Generated Office M/CSWDO of LGU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents	1.1 Receive the documents and check for completeness.	None	2 hours	Admin Staff
	1.2 Prepare Obligation Request and record.	None	2 hours	Admin Staff
	1.3 Approval of the Head of Office.	None	10 minutes	Admin Staff
	2. Forwarded to the Budget Office.	None	15 minutes	Admin Staff

**2. Purchase Request**  
**2.1 Purchase Request**

OFFICE OR DIVISION	Provincial Social Welfare Development Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Request (3 copies) Purchase Request (3 copies) Project Proposal if necessary (1 Photocopy) Request for Pre-Inspection for Repairs (1 copy) Referral Form and Program of Work if necessary (1 copy)		MIS Generated Office Program Coordinator Provincial Administrator Office PEO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Program Coordinator submit list of items to be purchase.	1.1 Receive the documents and check the request based on Project Proposal.	None	2 hours	Admin Staff
	1.2 Prepare draft of Purchase Request for correction.	None	4 hours	Program Coordinator
	1.3 Prepare final Purchase Request , Obligation Request and record.	None	2 hours	Admin Staff
	1.4 Approval of the Head of Office.	None	10 minutes	Admin Staff
	2. Forwarded to the Provincial Administrator Office.	None	15 minutes	Admin Staff

## 2.2 Disbursement Voucher

OFFICE OR DIVISION	Provincial Social Welfare Development Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher (3 copies) Purchase Order together with its supporting documents ( 1 copy) Inspection Report (1 copy) AREP for donation of goods only (1 copy) ARE/MR for equipment only (1 copy) SSMI for office supplies only (1 copy) Delivery Receipt/Charge Invoice (1 copy) Trip Ticket, Vale Slip and Fuel Consumption for Fuel (1 copy)		MIS Generated Supplier Provincial Administrator Office GSO GSO Provincial Accounting Office Supplier Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplier submit bills for payment .	1.1 Receive the bills and check for completeness.	None	2 hours	Admin Staff
	1.2 Prepare Disbursement Voucher and record.	None	4 hours	Program Coordinator
	1.3 Approval of the Head of Office.	None	10 minutes	Admin Staff
	2. Forwarded to the Budget Office.	None	15 minutes	Admin Staff



**3. Non-Financial Transaction**  
**3.1 Application for Leave**

OFFICE OR DIVISION	Provincial Social Welfare Development Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Leave Doctors Certificate if Sick Leave more than 5 days (1 copy) Certificate of Clearance if more than 30 days (1 copy) Certification from Legal Office (1copy)		Admin Staff Doctor PGNO Office concerns PLO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit date of leave request and other documents if necessary.	1.1 Print the leave request.	None	15 minutes	Admin Staff
	1.2 For signature of requesting staff.	None	5 minutes	Staff Concern
	1.3 Approval of the Head of Office.	None	10 minutes	Admin Staff
	2. Forwarded to the PHRMO.	None	15 minutes	Admin Staff

### 3.2 Receiving of Supplies

OFFICE OR DIVISION	Provincial Social Welfare Development Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Delivery Receipt/Charge Invoice (1 copy) Purchase Order (1 copy) Inspection Report (4 copies) Requisition and Issue Voucher (4 copies)		Supplier BAC Office BAC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver supplies.	1.1 Receive supplies as per Purchase Order.	None	1 hour	Admin Staff
	1.2 Prepare the Inspection Report and other documents for Signature.	None	30 minutes	Admin Staff
	2. Forwarded the documents to the GSO.	None	15 minutes	Admin Staff

### 3.3 Receiving Incoming Communication

OFFICE OR DIVISION	Provincial Social Welfare Development Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit incoming communication	1.1 Receive communication and record.	None	30 minutes	Admin Staff
	1.2 Forwarded to the Head of Office together with the routine slip.	None	30 minutes	Admin Staff
	1.3 Check for appropriate action for staffs concerns	None	30 minutes	Head of Office
	1.4 Disseminate to staffs concerns.	None	15 minutes	Admin Staff

**DISASTER RELIEF OPERATION**

Immediate provision of food and non-food items to affected individuals / families / communities during disaster and provision of

OFFICE OR DIVISION		Provincial Social Welfare Development Office		
Classification		Simple		
Type of Transaction		G2C		
Who may avail		Individuals, families and communities affected by disaster		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Relief Augmentation (Food & Non-Food items): 1. Letter of Request - two (2) original copy 2. List of affected individual/families - two (2) original copy 3. Damage/Incident Report/Certification depending on the nature of disaster - two (2) original copy Emergency Shelter Assistance: 1. Case Study, Certificate of Eligibility and Referral Letter - two (2) original copy 2. List of affected individual/families - two (2) original copy 3. Barangay Certificate - two (2) original copy 4. Damage/Incident Report/Certification depending on the nature of disaster - two (2) original copy 5. Photocopy of government issued ID - two (2) copy		Relief Augmentation (Food & Non-Food items): 1. Local Social Welfare & Devt Office 2. Local Social Welfare & Devt Office 3. Barangay/ Local Disaster Risk Reduction Management Office/ PNP/ Bureau of Fire depending on the nature of disaster Emergency Shelter Assistance: 1. Local Social Welfare & Devt Office 2. Local Social Welfare & Devt Office 3. Barangay 4. Barangay Local Disaster Risk Reduction Management Office/PNP/Bureau of Fire depending on the nature of disaster		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. LSWDO facilitates the submission of required documents	Relief Augmentation (Food & Non-Food items): 1. Check and review of documents 2. Conduct site visit for validation if needed 3. Prepare available relief goods 4. Prepare Relief Issuance Slip and Relief Distribution Sheet		15 minutes  Within the day  1 hour  15 minutes	Focal person on disaster Focal person on disaster Focal person on disaster Focal person on disaster

	<p>5. Release of Relief Goods</p> <p>Emergency Shelter Assistance:</p> <p>1. Check and review of documents</p> <p>2. Prepare documents for preparation of payroll/voucher.</p> <p>3. Approval of the head of office</p> <p>4. Forwarded to Budget Office</p>		<p>Within the day</p> <p>1 hour</p> <p>1 hour</p> <p>10 minutes</p> <p>15 minutes</p>	<p>Focal person on disaster</p> <p>Focal person on disaster</p> <p>Focal person on disaster</p> <p>Focal person on disaster</p> <p>Admin Staff</p>
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**AID TO INDIVIDUALS / FAMILIES IN CRISIS SITUATION**

: Immediate provision of limited assistance in cash and in kind , to meet the basic needs (food, medical care, transportation, etc..)

OFFICE OR DIVISION		Provincial Social Welfare Development Office		
Classification		Simple		
Type of Transaction		G2C		
Who may avail		Families of indigent patients confined in a government hospitals; walk – in clients who are distressed and displaced; walk – in indigent clients with chronic illness who undergo chemotherapy and dialysis		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>1. Medical Assistance/ Referral to Government Hospitals</b> 1.a . Medical Abstract or Laboratory Request or Proof of Billing (1 copy) 2.a. ID of client <b>2. Blood Processing Assistance</b> 2.a. Blood Request duly signed by the attending physician ( 1 copy) 2.b. Certificate of Indigency (1 copy) 2.c. ID of claimant <b>3. Financial Assistance</b> 3.a. Death Certificate (1 copy) – for burial assistance b. Medical Abstract (1 copy) 3.b. Social Case Summary approved by the C/MSWDO(2 copies) 3.c. Certificate of Eligibility signed by the client and the C/MSWDO (1 copy) 3.d. Certificate of Indigency – (1 copy) 3.e. ID of claimant		<ul style="list-style-type: none"> <li>•Hospital or attending physician</li> <li>•client</li>   <li>•Attending Physician / Hospital</li> <li>•Barangay Hall where the client reside</li> <li>•Client</li>   <li>•Hospital</li> <li>•Attending Physician</li> <li>•City/Municipal Social Welfare Office</li>   <li>•City/Municipal Social Welfare Office</li>   <li>•Barangay Hall where the client reside</li> <li>•client</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit required documents.	1. Check the completeness of documents and forward to the Social worker for interview and assessment of problem and need.	none	3-5 minutes	Social welfare aide

<p>2. Proceed to assigned Social worker and hand in complete documents and submit herself for interview.</p>	<p>2. Conduct interview, identify need based on the problem presented.</p>	<p>none</p>	<p>5-10 minutes</p>	<p>Social worker/Social welfare aide</p>
<p>3. Wait for a couple of minutes while the Social worker is preparing required documents for processing assistance</p>	<p>3. Social worker to prepare Social Case Summary , Certificate of Eligibility <i>(if client failed to bring Soc. Case Summary and Cert. of Eligibility from LGU)</i> and Referral letter or Petty Cash Voucher for signature of the Client and for approval of the PSWO.</p>	<p>none</p>	<p>5-10 minutes</p>	<p>Social worker/Social welfare aide</p>
<p><b>4.a. For Hospital Bill and Blood Processing assistance</b></p>				
<p>4.a.1. Client signed certificate of Eligibility and received Referral letter then proceed to referring agency.</p>	<p>End</p>			
<p><b>4.b.For Financial assistance / Petty Cash (5,000 and below)</b></p>				
<p>4.b.1.Client sign Certificate of Eligibility and Petty Cash Voucher.</p>	<p>4.b.1. Social worker to submit complete documents to PSWO for allocation of an amount and sign documents for approval.</p>	<p>none</p>	<p>2-3 minutes</p>	<p>Social worker/Social welfare aide</p>
<p>4.b.2. Client submit approved documents with specified amount of assistance to Social welfare aide to record amount.</p>	<p>4.b.2. Social welfare aide to record amount to monitor cash flow of AICS fund.</p>	<p>none</p>	<p>3-5 minutes</p>	<p>Social welfare aide</p>
<p>4.b.3 . Client received assistance. He / She will proceed to PTO assigned disbursing officer to claim cash.</p>				

<b>4.c For financial assistance / Check form (5,001.00 above)</b>				
4.c.1 Client sign certificate of Eligibility	4.c 1. Social worker to submit complete documents to PSWO for signature and approval	none	2-3 minutes	Social worker/Social welfare aide
4.c.2. Client will wait for 2 to 3 weeks for processing of assistance until his/her check will be available to PTO for release.	4.c.2. Social worker forward complete documents with specified amount to Admin Assistant for voucher and OBR and have it signed by the PSWO for approval. She will then release documents and forward it to Provincial Budget Office.	none	4 hours	



**ASSISTANCE IN THE RESCUE OF VICTIMS OF ABUSE**

To immediate respond to complaints related to all forms of violence and threats to the personal safety and security of women and children.

OFFICE OR DIVISION		Provincial Social Welfare Development Office		
Classification		COMPLEX		
Type of Transaction		G2C / G2G		
Who may avail		Women and children in difficult circumstance / victims of abuse and violence		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify service provider of the incident of abuse	1.Interview client, record all necessary information 2.Coordinate with LGU to validate information and provision of services for victim safe keeping	None	15 - 30 minutes	LGU Social worker
2. Wait to be rescued	1.Coordinate with LGU re ; Rescue of the victims 2.Meet LGU for proper procedures. 3.Conduct rescue operation	None	ASAP	Social worker
3. Client Rescued	1.Provide temporary shelter 2.Endorse victim – survivor to City / Municipal Social Welfare Office	None		

**NEGROS OCCIDENTAL DEVELOPMENT CENTER FOR WOMEN AND CHILDREN**

Provision of Protective custody of temporary shelter for women and children

OFFICE OR DIVISION		Provincial Social Welfare Development Office		
Classification		Complex / Highly Technical		
Type of Transaction		G2C		
Who may avail		<ul style="list-style-type: none"> <li>•Women and children who are victims of domestic violence or any form of abuse .</li> <li>•Women and children in especially difficult circumstances.</li> </ul>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>•Referral letter (2 copies original)</li> <li>•Social case summary (1 copy original)</li> <li>•Police blotter (1 copy photocopy)</li> <li>•Medical certificate (1 copy photocopy)</li> <li>•School records (those enrolled)</li> <li>•Court related documents (1 copy photocopy) those who filed a case</li> </ul>		<ul style="list-style-type: none"> <li>•Local Government Unit (LGU)</li> <li>•Municipal / City Social Welfare Development Office (M/C SWDO)</li> <li>•PNP LGU</li> <li>•Municipal / City Health Office (M/C HO)</li> <li>•Dep ED c/o M/CSWDO</li> <li>•RTC M/CSWDO</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
•Submit self for further assessment /intervention	<ul style="list-style-type: none"> <li>•Provide temporary shelter</li> <li>•Provide medical / dental</li> <li>•Psychosocial intervention</li> <li>•Education</li> <li>•Spiritual Formation</li> <li>•Life skills enhancement / training</li> <li>•Preparation for re-integration</li> </ul>			<ul style="list-style-type: none"> <li>•NODCWC STAFF / SW</li> <li>•NODCWC SW / M/CSWDO</li> </ul>

<p>1.Attend Pre-admission Case Conference (Referring Party)</p> <p>Responsibilities of Referring Party</p> <ul style="list-style-type: none"> <li>üCounterpart for client's needs</li> <li>üFollow-up case filed in court/Process for</li> <li>üConduct family counseling &amp; other possible interventions for the family</li> <li>üConduct close contact &amp; monitoring</li> <li>üAssess possible placement for re-integration</li> </ul>	<p>1.Conduct Pre-admission Case Conference</p> <ul style="list-style-type: none"> <li>üExpectation setting together with the referring party</li> <li>üContract setting</li> <li>üMOA signing</li> <li>üSigning of Conformity Slip and Admission Slip</li> </ul>		<p>NODCWC Social Worker Referring Party/M/CSWDO</p>
<p>2. Attend Admission Conference</p> <p>Client's Responsibilities</p> <ul style="list-style-type: none"> <li>a.Pay Attention to House Rules &amp; Regulations</li> <li>b.Allow House Parents on duty to check personal belongings</li> <li>c.Leave important belongings to center staffs care (e.g. cellphone, cash, sharp objects)</li> </ul>	<p>2. Conduct Admission Conference</p> <ul style="list-style-type: none"> <li>a.Intake Interview</li> <li>b.Register the name of client in Client's Logbook and issue a number</li> <li>c.Prepare client's folder with corresponding number</li> <li>d.Arrange necessary documents</li> <li>e.Check Belongings</li> <li>f.Provision of basic needs (e.g. clothing, toiletries, beddings, room assignment/sleeping quarter)</li> </ul>		<p>NODCWC Social Worker</p> <p>House Parent on duty</p>
<p>3. Participate/Join in the Rehabilitation</p>	<p>3. Conduct/ Provide Appropriate Interventions</p> <ul style="list-style-type: none"> <li>a. Psychosocial</li> <li>b. Medical/Dental Service</li> <li>c. Educational Assistance</li> <li>d. Spiritual Formation</li> <li>e. Life skills enhancement/ training</li> <li>f. Counseling (Individual/group counseling)</li> <li>g. Legal services (e.g. assist client during court hearing, case review)</li> </ul>		<p>NODCWC Staff/Social Worker</p>

**ENHANCED COMPREHENSIVE LOCAL INTEGRATION PROGRAM**

To bring together and harmonize the various programs of the government into one big cohesive program. It shall be part of a whole of

OFFICE OR DIVISION		Provincial Social Welfare Development Office		
Classification		Complex / Highly Technical		
Type of Transaction		G2C / G2G		
Who may avail		CPP –NPA –NDF Members deciding to surface /voluntary		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Joint AFP / Police Intelligence Committee (JAPIC) <ul style="list-style-type: none"> <li>•Certification</li> <li>•Enhance Comprehensive Local Integration Enrollment</li> <li>•Endorse natural documents to Provincial DILG – Regional</li> </ul>		AFP / PNP E-CLIP Committee Social Worker LGU Focal Person LGU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>•Pre Surfacing Phase</li> </ul> A rebels signifies his/her intention to surface in any of the following receiving unit personality.	<ul style="list-style-type: none"> <li>•Foster family / Receiving unit</li> <li>1.AFP</li> <li>2.PNP</li> <li>3.LGU's</li> <li>4.CSO</li> <li>5.Church leader</li> <li>6.Civilian / individual</li> <li>•Take primary responsibility in informing surfacing Rebels of the program processes and intervention that can be extended upon surfacing.</li> <li>•E-CLIP Committee</li> </ul>	None	Month	<ul style="list-style-type: none"> <li>•PNP</li> <li>•AFP</li> <li>•LSWDO</li> <li>•CSO</li> <li>•SW LGU</li> </ul>
<ul style="list-style-type: none"> <li>•Surfacing phase</li> </ul>	<ul style="list-style-type: none"> <li>•LSWDO shall be informed immediately of the names of the surfacing rebels</li> <li>•E-CLIP Committee</li> <li>1.Initial assessment</li> </ul>	None	Month	<ul style="list-style-type: none"> <li>•PNP</li> <li>•AFP</li> <li>•LSWDO</li> <li>•CSO</li> </ul>

<ul style="list-style-type: none"> <li>•Socio – economic and capability building phase</li> </ul>	<ul style="list-style-type: none"> <li>2.JAPIC <ul style="list-style-type: none"> <li>-Validation &amp; certification</li> </ul> </li> <li>3.Enrollment to E-CLIP, <ul style="list-style-type: none"> <li>•House placement</li> <li>•Profiling of FR’s</li> <li>•Provision of Social protection services</li> </ul> </li> </ul>	None	Month	<ul style="list-style-type: none"> <li>•SW LGU</li> <li>•PSWDO</li> <li>•LSWDO</li> </ul>
<ul style="list-style-type: none"> <li>•Sustainability and Community Building phase</li> </ul>	<ul style="list-style-type: none"> <li>Social Protection Services <ul style="list-style-type: none"> <li>•Psychosocial</li> <li>•Spiritual enrichment</li> <li>•Educational servicers</li> <li>•Health services</li> <li>•Sport Development program</li> <li>•Skills training and livelihood</li> </ul> </li> <li>Awarding of immediate assistance, livelihood assistance, firearms remuneration</li> <li>Discharge from half way house</li> <li>Intensive training</li> <li>TESDA, DOLE, DA, DAR, DTI, VET, DSWD</li> <li>Periodic assessment <ul style="list-style-type: none"> <li>•Economic</li> <li>•Educational / Technical Skills</li> <li>•Access to Government Service</li> <li>•Quality of life</li> </ul> </li> </ul>	None	6 – 12 months	<ul style="list-style-type: none"> <li>DILG</li> <li>PGO</li> <li>LGU</li> <li>Social worker</li> <li>Focal person</li> </ul>

**PRE – MARRIAGE ORIENTATION AND COUNSELING**

As a requirement to secure marriage license, PMOC is designed to provide would-be couples with information they will need in

OFFICE OR DIVISION		Provincial Social Welfare Development Office - Pop Dev		
Classification		Highly Technical		
Type of Transaction		G2C		
Who may avail		Would –be couples of legal age who are applying for marriage.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>•Referral Slip</li> <li>•O.R. for PMOC fee when claiming the Certificate of Compliance / Certificate of Marriage Counseling</li> </ul>		<ul style="list-style-type: none"> <li>•Local Civil Registrar’s Office</li> <li>•Municipal Treasurer’s Office</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>•Register with the PMOC Secretary</li> <li>•Accomplish the MEI (Marriage Expectation Inventory) Form</li> <li>•Attend the PMOC</li> </ul>	<ul style="list-style-type: none"> <li>•Log applicants in the Registry of PMO Applicants</li> <li>•Provide couple applicants with MEI form and assess their responses, inform couples of the schedule of PMOC, advise them to go to the Municipal Treasurer’s Office and pay the PMOC fee</li> <li>•Issue the Certificate of Compliance after completing the PMO and if required to undergo counseling the Certificate of Marriage Counseling.</li> </ul>	Varies (in accordance with the Local Tax Ordinance)	<ul style="list-style-type: none"> <li>1-5 minutes</li> <li>20 minutes</li> <li>6 hours</li> </ul>	<ul style="list-style-type: none"> <li>•PMOC Team</li> <li>• PMOC Team</li> <li>•PMOC Team</li> </ul>

**ACCESS TO RESPONSIBLE ADOLESCENCE PROGRAM**

*The provincial government's response, in the form of technical assistance to information and service delivery network, information hub, peer*

OFFICE OR DIVISION		Provincial Social Welfare Development Office - Pop Dev		
Classification		Highly Technical		
Type of Transaction		G2C, G2G		
Who may avail		School officials, students, OSYs and training institutions		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>•Letter request signed by authorized representative</li> <li>•Referral form</li> </ul>		<ul style="list-style-type: none"> <li>•Concerned School / Institution</li> <li>•Member agencies of ISDN (Information &amp; Service Delivery Network)</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>•Send on-line request / present request to nearest Pop Dev satellite</li> </ul>	<ul style="list-style-type: none"> <li>•Log request and know the details and needed logistics</li> <li>•Coordinate with concerned agencies for possible adjustment and other needs</li> <li>•Prepare and conduct the intervention / activity requested</li> </ul>	N/A	<ul style="list-style-type: none"> <li>10-20 minutes</li> <li>10-20 minutes</li> <li>1 day (before the activity)</li> </ul>	<ul style="list-style-type: none"> <li>Concerned Population Program Worker / Officer</li> <li>Adolescent Health &amp; Development Program (AHDP) Coordinator, and certified trainer</li> </ul>

**YOUTH ORGANIZATION REGISTRATION PROGRAM (YORP)**

Republic Act (RA) No. 8044 otherwise known as the “Youth in Nation-Building Act”, the National Youth Commission (NYC) shall

Classification		COMPLEX		
Type of Transaction		G2C / G2G		
Who may avail		Women and children in difficult circumstance / victims of abuse and violence		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Registration Form 2. Directory of Officers and Advisers 3. List of Members in good standing 4. Copy of Constitution and By-Laws, which should indicate the age and 5. Endorsement or Certification from Appropriate Authority		<a href="#">Provincial Youth Development Office</a>  or thru website <a href="http://www.yorpnyc.org.ph">www.yorpnyc.org.ph</a>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Youth Organization submits documents	a. Physical examination of submitted documents to check falsification or a similar activity; b. Call officers, advisers and randomly selected members to ascertain their awareness of the existence of the organization and their position in such organization; c. mark the application form with the word “REGISTERED” and indicate the date of registration approval. d. docket the name and registration details of the organization in the local list of registered and verified youth organizations and youth-serving organizations maintained by the LYDO e. issue a Certificate of local registration and verification which may only be used for	<b>None</b>	<b>30 minutes</b>	<b>Provincial Youth Development Officer</b>



	the purpose of facilitating registration to the NYC YORP Secretariat.			
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