

1. Issuance of Certificates/ Referrals

Different kinds of certificates/ referrals like: Certificate of Indigency are issued to individuals to be submitted at different offices like Public Attorney's Office, Local Civil Registrar, City/Municipal Social Welfare and Development Office from other municipalities and other government and private offices to avail different forms of assistance.

Office/ Division	Municipal Social Welfare and Development Office
Classification	Simple
Type of Transaction	G2G - Government to Government G2C – Government to Citizen
Who may avail	Clients who need assistance from different institutions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Indigency (1 Original)	Office of the Barangay Chairman – Barangay Hall where the client is presently residing.
For those who will go to the PAO office – a photocopy of the case he/she filed or for the case filed against him/her. (1 Photocopy)	From the court's Records Section where the case was filed

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Log Book in the office	1. Give the Log Book to the client	None	1 Minute	<i>Officer of the Day</i> MSWD Office
2. Comply and submit the requirements to the staff in charge	2. Check the submitted requirements	None	3 Minutes	<i>Officer of the Day</i> MSWD Office
3. Client will undergo a brief interview on her personal information	3. Conduct interview to gather the needed information 3.1 Prepare the certificate / referral 3.2 Bring to the MSWD Officer for signature	None	10 Minutes	<i>MSWD staff</i> MSWD Office
4. Claim the certificate; sign the other copy to acknowledge receipt.	4. Issue the certificate and let the client sign in the receiving copy to acknowledge receipt	None	2 Minutes	<i>Officer of the Day</i> MSWD Office
	TOTAL	None	16 Minutes	