



### 13. Provision of Relief Assistance during the Occurrence of Disaster (Natural and Man-made)

Our office provides relief and other types of assistance to those who are affected by the calamities- natural or man-made.

<b>Office/ Division:</b>	Municipal Social Welfare and Development Office (MSWDO)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C– Government to Citizen
<b>Who may avail:</b>	Families affected by natural and man-made calamities
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>For Provision of Relief Goods</b>	
Master list of affected families	Barangay Committee on Disaster and certified by the Barangay Captain
<b>For Provision of Financial Assistance</b>	
The affected family must secure a Barangay Certification together with pictures that proves the partial/total damage of their properties. (1 Original)	Barangay Secretary/ Barangay Captain
Barangay Clearance (1 Original)	Barangay Secretary/ Barangay Captain
Certificate of indigency (1 Original)	Barangay Secretary/ Barangay Captain
Copy of voter's certification/Xerox copy of Voter's ID (1 Original or Photocopy)	COMELEC
Personal letter addressed to the Municipal Mayor (1 Original)	Client
<b>For Burial Assistance</b>	
Certification from the barangay for the loss of a family member/s due to the calamity that occurred	Barangay Secretary/ Barangay Captain
Barangay Clearance of the claimant (1 Original)	Barangay Secretary/ Barangay Captain
Certificate of Indigency (1 Original)	Barangay Secretary/ Barangay Captain
Personal letter addressed to the Municipal Mayor (1 Original)	Client
Copy of voter's certification/photocopy of Voter's ID (1 Original or Photocopy)	COMELEC/Client
Registered Death Certificate (1 Certified True Copy)	Local Civil Registrar's Office/PSA if already available
<b>For the client authorized to claim the assistance</b>	
If the claimant (informant – the one whose name is written on the death certificate) cannot go to our office, he/she should write an authorization letter to the one who will request for the assistance needed.	
Valid ID (1 Photocopy)	Client
Claimant's Valid ID (1 Photocopy) Subject of request's ID	Claimant
<b>For those who need to be evacuated</b>	
Immediately report to the Office of the Barangay Chairman that they have to be evacuated	Go to the Barangay Hall



● **For Provision of Relief Goods.**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Immediately report to the Office of the Barangay Chairman about the incident	1. Wait for the report from the Office of the Barangay Chairman ( if there is any) 1.1 Inform the Barangay Chairman that we will be conducting an ocular inspection to determine the extent of damage  1.2 Give the schedule for the releasing relief goods	None	15 Minutes	<i>Officer of the Day</i> MSWD Office
2. Wait for the MSWD Staff to give relief goods.	2. Provide Relief Goods.	None	10 Minutes	MSWD Officer and Staff
<b>TOTAL</b>		<b>None</b>	<b>25 Minutes</b>	

● **For Provision of Financial Assistance and Burial Assistance**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Immediately report to the Office of the Barangay Chairman about the incident	1. Wait for the report from the Office of the Barangay Chairman ( if there is any)  1.1 Inform the Barangay Chairman that we will be conducting an ocular inspection to determine the extent of damage  1.2 Give the list of requirement needed in claiming financial assistance	None	15 Minutes	<i>Officer of the Day</i> MSWD Office
2. Comply and submit all the requirements needed to the MSWD Office	2. Check the submitted requirements	None	3 Minutes	<i>Office Staff</i> MSWD Office



3. Will have to undergo an interview for the preparation of the Social Case Study Report	3. Conduct an interview to gather the needed information for the Social Case Study Report 3.1 Prepare Voucher and Obligation Request	None	5 Minutes	<i>Office Staff</i> Financial Assistance-Section MSWD Office
4. Claim the documents and sign on the logbook to acknowledge receipt.	4. Register claimant's name on the Financial assistance logbook, 4.1 Request the client to sign – opposite her written name	None	1 Minute	<i>Office Staff</i> Financial Assistance-Section MSWD Office
<b>TOTAL:</b>		<b>None</b>	<b>24 Minutes</b>	