



### 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.

<b>Office/ Division</b>	Municipal Social Welfare and Development Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government G2C – Government to Citizen			
<b>Who may avail</b>	Clients who need assistance from different institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>		<b>None</b>	<b>16 Minutes</b>	