CITY GOVERNMENT OF MEYCAUAYAN

CITIZEN'S CHARTER

2026 (2ND EDITION)



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OFFICE OF THE CITY SOCIAL WELFARE AND DEVELOPMENT OFFICER

External Services

1.0 CSWDO Certificate of Indigency / Financial Incapability Issuance

Clients may apply for a Certificate of Indigency as required by the office/agency he/she is applying to avail of services for indigent individuals.

Office or Division:	**Office of the City Social Welfare and Development Officer**
Classification:	Simple
Type of Transaction:	G2C – Government to Client; G2G – Government to Government
Who may avail:	Residents of City of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Certificate of Indigency (1 Original)	Barangay Hall where client is residing
2. Valid Government Issued ID (1 Photocopy)	Government Offices issuing valid IDs
3. Certificate of No Property (1 Original)	Office of the City Assessor, Ground Flr., Meycauayan City Hall
4. Any one (1) of the following: a. Pay slip; b. Latest Income Tax Return (ITR); c. Certificate of Tax Exemption/Non-Filer issued by the Bureau of Internal Revenue (BIR); or d. Notarized Sworn Affidavit for No Income	Company where client is working / Bureau of Internal Revenue (BIR) / Notary Public

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit complete requirements	1.1 Receive the documents of client 1.2 Review and verify the completeness and authenticity of submitted documents 1.3 If submitted documents are incomplete, return to client	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer

2.1 Accomplish the General Intake Sheet (GIS)	2.1 Provide client with General Intake Sheet (GIS) 2.2 Assist client in filling out the GIS (for clients having difficulty accomplishing the GIS)	None	15 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
3.1 Answer the questions of the interviewer	3.1 Interview the client about his/her current situation 3.2 Prepare the needed certificate 3.3 Sign the CSWDO Certificate of Indigency or Financial Incapability	None	15 minutes	Social Welfare Officer III Office of the City Social Welfare and Development Officer City Social Welfare and Development Officer Office of the City Social Welfare and Development Officer
4.1 Receive the CSWDO Certificate of Indigency or Financial Incapability. 4.2 Sign the logbook acknowledging receipt of the certificate.	4.1 Record client's information in the CSWDO Certifications Release Logbook	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
	Total	**None**	**40 minutes**	

2.0 Certificate of Guardianship Issuance

Clients may apply for Certificate of Guardianship in the absence of the child's parents as required by the office/agency he/she is applying to avail of services.

Office or Division:	**Office of the City Social Welfare and Development Officer**
Classification:	Simple
Type of Transaction:	G2C – Government to Client; G2G – Government to Government
Who may avail:	Residents of City of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Certificate of Guardianship (1 Original)	Barangay Hall where client is residing
2. Valid Government Issued ID (1 Photocopy)	Government Offices issuing valid IDs
3. Birth Certificates of concerned parties (1 Original or Certified True Copy)	PSA / City Civil Registry, Ground Flr., Meycauayan City Hall
4. Marriage Certificate of child's parents (if available; 1 Original or Certified True Copy)	PSA / City Civil Registry, Ground Flr., Meycauayan City Hall
5. Death Certificate of either deceased parent (for children with deceased parent/s; 1 Original or Certified True Copy)	PSA / City Civil Registry, Ground Flr., Meycauayan City Hall
6. Notarized Affidavit of Two (2) Disinterested Persons with attached photocopy of valid government issued IDs (For abandoned children; 1 Original)	Legal Office / Notary Public
7. Referral Letter (if referred by any agency/office; 1 Original)	Referring office/agency

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit complete requirements	1.1 Receive the documents of client 1.2 Review and verify the completeness and authenticity of submitted documents 1.3 If submitted documents are incomplete, return to client	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer

2.1 Answer the questions of the interviewer	2.1 Interview client about his/her basic information and of the minor 2.2 Inform the client of the home visit	None	10 minutes	Social Welfare Officer III Office of the City Social Welfare and Development Officer
3.1 Wait for the Social Worker's Home Visit	3.1 Conduct Home Visit 3.2 Interview minor and client about their current situation 3.3 Inform client to receive the CSWDO Certificate of Guardianship the following business day 3.4 Prepare the Certificate of Guardianship 3.5 Sign the Certificate of Guardianship	None	3 working days	Social Welfare Officer III Office of the City Social Welfare and Development Officer City Social Welfare and Development Officer Office of the City Social Welfare and Development Officer
4.1 Receive the Certificate of Guardianship 4.2 Sign the logbook acknowledging receipt of the Certificate of Guardianship	4.1 Record client's information in the CSWDO Certifications Release Logbook	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
	Total	**None**	**3 working days and 20 minutes**	

3.0 Social Case Study Report Issuance

Clients may apply for a Social Case Study Report which also serves as a referral to their chosen welfare agency/ies whether Government Organizations (GOs) or Non-Government Organizations (NGOs) to help avail of needed assistance.

Note: Processing time is 40 minutes per one (1) Social Case Study Report. Processing time may vary depending on the number of Social Case Study Report to be prepared consonance to the number of agencies the client will seek assistance.

Office or Division:	**Office of the City Social Welfare and Development Officer**
Classification:	Simple
Type of Transaction:	G2C – Government to Client; G2G – Government to Government
Who may avail:	Residents of City of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Indigency / Residency (1 Original)	Barangay Hall where client is residing
2. Valid Government ID of client and/or beneficiary (1 Photocopy)	Government Offices issuing valid IDs
3. Referral Letter (if referred by any agency/office; 1 Original)	Referring office/agency
Additional Requirements for Medical Assistance	
1. Medical Abstract or Medical Certificate issued not later than three months upon application (1 Original or Certified True Copy)	Hospital/clinic where client is currently admitted/diagnosed
2. Any of the following supporting medical documents issued not later than three months upon application (1 Original / Certified True Copy): 2.1 Quotation for Dialysis 2.2 Quotation for Surgery 2.3 Quotation for Orthopedic Implants (locking plates, screws, etc.) 2.4 Treatment Protocol 2.5 Drug Prescription (Reseta) 2.6 Laboratory Request 2.7 Hospital Bill or Statement of Account	Hospital/clinic where client is currently admitted/diagnosed
Additional Requirements for Burial Assistance	
1. Funeral Contract and/or Promissory Note or Certification from Funeral indicating outstanding balance (1 Original or Certified True Copy)	Funeral parlor providing the service

2. Death Certificate (1 Original or Certified True Copy)	PSA / City Civil Registry Office, Ground Flr., New City Hall Bldg.
Additional Requirements for Scholarship/Educational Assistance	
1. Registration Form or Certificate of Enrollment (1 Original or Certified True Copy)	School where client/beneficiary is enrolled
2. Statement of Account (1 Original or Certified True Copy)	School where client/beneficiary is enrolled
3. Student's Id (1 Photocopy)	School where client/beneficiary is enrolled
Additional Requirements for Fire Victims	
1. Certificate from Bureau of Fire Protection (1 Original or Certified True Copy)	City of Meycauayan Bureau of Fire Protection
2. Picture of Burnt House (1 Original)	Client/Barangay Hall where client is residing

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit complete requirements	1.1 Receive the documents of client 1.2 Review and verify the completeness and authenticity of submitted documents 1.3 If submitted documents are incomplete, return to client	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
2.1 Accomplish the General Intake Sheet (GIS)	2.1 Provide client with General Intake Sheet (GIS) 2.2 Assist client in filling out the GIS (for clients having difficulty accomplishing the GIS)	None	15 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer

a. Answer the questions of the Interviewer	3.1 Interview client about the problem being faced, his/her current situation, economic conditions, and social history 3.2 Prepare the Social Case Study Report with assessment and recommendation 3.3 Sign the Social Case Study Report	None	15 minutes	Social Welfare Officer III Office of the City Social Welfare and Development Officer City Social Welfare and Development Officer Office of the City Social Welfare and Development Officer
4.1 Receive the Social Case Study Report with assessment and recommendation. 4.2 Sign the logbook acknowledging receipt of SCSR.	4.1 Record the Social Case Study Report in the SCSR Release Logbook.	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
	Total	**None**	**40 minutes**	

4.0 Senior Citizen ID Issuance

The LGU facilitates the issuance of identification cards and purchase booklets to all Senior Citizens in the respective jurisdiction to ensure that Senior Citizens enjoy the benefits and privileges provided for in Republic Act 9994.

Office or Division:	**Office of the City Social Welfare and Development Officer**
Classification:	Simple
Type of Transaction:	G2C – Government to Client; G2G – Government to Government
Who may avail:	Residents of City of Meycauayan (Ages 60 above)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Senior Citizen ID Application Form (1 Original)	Office of the Senior Citizen's Affairs, Community Center, Ground Flr., New City Hall Bldg.
2. Barangay Clearance (1 Original)	Barangay Hall where client is residing
3. Latest 1x1 picture (2 pcs. Original Picture)	To be produced by the client
4. Valid Government Issued ID (1 Photocopy)	Government Offices issuing valid IDs
5. Birth Certificate (1 Photocopy)	PSA / City Civil Registry, Ground Flr., Meycauayan City Hall
6. Certificate of Cancellation (for transferee to City of Meycauayan; 1 Original)	Origin OSCA of city/municipality
7. Authorization Letter (for authorized representatives up to first degree of consanguinity and affinity; 1 Original)	To be produced by the senior citizen

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit complete requirements	1.1 Receive the documents of client 1.2 Review and verify the completeness and authenticity of submitted documents	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer

	1.3 If submitted documents are incomplete, return to client			
2.1 Accomplish Senior Citizen ID Application Form	2.1 Provide client with Senior Citizen ID Application Form 2.2 Review the Accomplished Application Form 2.3 Provide client with claim stub indicating schedule of release of SC ID	None	20 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
3.1 Wait for the releasing of Senior Citizen ID	3.1 Prepare the Senior Citizen ID 3.2 Sign the Senior Citizen ID 3.3 Forward the Senior Citizen ID to the Office of the City Mayor for approval and signature 3.4 Contact client / Barangay Senior President for the release of signed and approved Senior Citizen ID	None	2 working days	Social Welfare Assistant Office of the City Social Welfare and Development Officer Head Office of the Senior Citizens' Affairs City Mayor Office of the City Mayor
4.1 Receive the Senior Citizen ID and	4.1 Record the information of client on the	None	10 minutes	Social Welfare Assistant Office of the City Social

Purchase Booklet 4.2 Sign the logbook acknowledging receipt of Senior Citizen ID and Purchase Booklet	Senior Citizen ID Release Logbook			Welfare and Development Officer
	Total	**None**	**2 working days and 35 minutes**	

Replacement of SC ID

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Notarized Affidavit of Loss (For lost SC ID; 1 Original)	Notary Public
2. Valid Government Issued ID (1 Photocopy)	Government Offices issuing valid IDs

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.1 Submit complete requirements	1.1 Receive the documents of client 1.2 Review and verify the completeness and authenticity of submitted documents 1.3 If submitted documents are incomplete, return to client	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
2.1 Wait for the releasing of Senior Citizen ID	2.1 Prepare the Senior Citizen ID 2.2 Sign the Senior Citizen ID 2.3 Forward the	None	2 working days	Social Welfare Assistant Office of the City Social Welfare and Development Officer

	Senior Citizen ID to the Office of the City Mayor for approval and signature 2.4 Contact client / Barangay Senior President for the release of signed and approved Senior Citizen ID			Head Office of the Senior Citizens' Affairs City Mayor Office of the City Mayor
3.1 Receive the Senior Citizen ID and Purchase Booklet 3.2 Sign the logbook acknowledging receipt of Senior Citizen ID and Purchase Booklet	3.1 Record the information of client on the Senior Citizen ID Release Logbook	None	10 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
	Total	**None**	**2 working days and 15 minutes**	

5.0 Person with Disability (PWD) ID Issuance

The LGU facilitates the issuance of identification cards and purchase booklets to all PWDs in the respective jurisdiction to ensure that PWDs enjoy the benefits and privileges provided for in Republic Act 9442.

Office or Division:	**Office of the City Social Welfare and Development Officer**
Classification:	Simple
Type of Transaction:	G2C – Government to Client; G2G – Government to Government
Who may avail:	Residents of City of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished PWD ID Application Form (1 Original)	Persons with Disability Affairs Office (PDAO), Community Center, Ground Flr., Meycauayan City Hall
2. Valid Government Issued ID (1 Photocopy)	To be produced by client
3. ID picture issued not later than 6 months from date of application (2 pcs Original 1x1 Picture and 1 pc 2x2 Picture)	To be produced by the client
4. Barangay Clearance / Barangay Certificate of Indigency / Barangay Certificate of Residency for PWD ID Application (1 Original)	Barangay Hall where client is residing
5. Medical Certificate / Clinical Abstract Stating the Disability issued not later than 1 year from date of application (For non-apparent disability; 1 Original or Certified True Copy)	City Health Unit of residence / City Health Office of residence / Government or Private Hospital
6. Latest whole body colored picture (for apparent disability, 1 Original)	To be produced by the client
7. School Assessment by a Licensed Teacher duly signed by School Principal (for SPED students; 1 Original)	SPED School where client is enrolled
8. Authorization Letter (for authorized representatives up to fourth degree of consanguinity and affinity; 1 Original)	To be produced by the client
9. Diagnostic Test or Laboratory Test (if necessary)	To be produced by the client / Government or Private Hospital / Clinic
10. Certificate of Cancellation (for transferee to City of Meycauayan; 1 Original)	Origin PDAO of city/municipality

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1.1 Submit complete requirements	1.1 Receive the documents of client 1.2 Review and verify the completeness and authenticity of submitted documents 1.3 If submitted documents are incomplete, return to client	None	5 minutes	Disability Affairs Officer I Persons with Disability Affairs Office
2.1 Accomplish PWD ID Application Form	2.1 Provide client with PWD ID Application Form 2.2 Review the Accomplished Application Form 2.3 Inform client on the releasing schedule of the PWD ID	None	20 minutes	Disability Affairs Officer I Persons with Disability Affairs Office
3.1 Wait for the releasing of PWD ID	3.1 Forward the PWD ID Application to the Office of the City Health Officer for assessment and recommending approval 3.2 If application is disapproved, inform client 3.3 Prepare the PWD ID 3.4 Forward the	None	3 working days	Disability Affairs Officer I Persons with Disability Affairs Office City Health Officer Office of the City Health Officer City Social Welfare and Development Officer Office of the City Social Welfare and Development Officer

	PWD ID to the Office of the City Social Welfare and Development Officer for checking and recommending approval 3.5 Forward the PWD ID to the Office of the City Mayor for approval and signature 3.6 Encode the PWD's information to the online DOH Philippine Registry of PWDs 3.7 Contact client for release of signed and approved PWD ID			City Mayor Office of the City Mayor
4.1 Receive the PWD ID 4.2 Sign the logbook acknowledging receipt of PWD ID	4.1 Record the information of client on the PWD ID Release Logbook	None	10 minutes	Disability Affairs Officer I Persons with Disability Affairs Office
	Total	**None**	**3 working days and 35 minutes**	

For Replacement of PWD ID	
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. For PWD ID lost within the validity period - Notarized Affidavit of Loss (1 Original)	Notary Public

2. For updating of information within the validity period: a. Photocopy and original copy of PWD ID b. Marriage Certificate / Marriage certificate, annotated with the fact of declaration of nullity of marriage or annulment of marriage / Judicial decree of legal separation or nullity or annulment of marriage or judicial recognition of foreign divorce (For change of surname/civil status; 1 Photocopy)	To be produced by client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit complete requirements	1.1 Receive the documents of client 1.2 Review and verify the completeness and authenticity of submitted documents 1.3 If submitted documents are incomplete, return to client	None	5 minutes	Disability Affairs Officer I Persons with Disability Affairs Office
2.1 Wait for the releasing of PWD ID	2.1 Attach the requirement/s with the previous application record of client. 2.2 Inform client on the releasing schedule of the PWD ID 2.3 Prepare the PWD ID 2.4 Forward the PWD ID to the Office of the	None	2 working days	Disability Affairs Officer I Persons with Disability Affairs Office City Social Welfare and Development Officer Office of the City Social Welfare and Development Officer

	City Social Welfare and Development Officer for checking and recommending approval 2.5 Forward the PWD ID to the Office of the City Mayor for approval and signature 2.6 Encode the PWD's information to the online DOH Philippine Registry of PWDs 2.7 Contact client for release of signed and approved PWD ID			City Mayor Office of the City Mayor
3.1 Surrender the old PWD ID (If for updating) 3.2 Receive the replacement PWD ID 3.5 Sign the logbook acknowledging receipt of PWD ID	3.1 Record the information of client on the PWD ID Release Logbook	None	10 minutes	Disability Affairs Officer I Persons with Disability Affairs Office
	Total	**None**	**2 working days and 15 minutes**	

a. Solo Parent ID Issuance

The LGU facilitates the issuance of identification cards to all Solo Parents in the respective jurisdiction to ensure that they enjoy the benefits and privileges provided for in Republic Act 8972.

Office or Division:	**Office of the City Social Welfare and Development Officer**
Classification:	Simple
Type of Transaction:	G2C – Government to Client; G2G – Government to Government
Who may avail:	Residents of City of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Solo Parent ID Application Form (1 Original)	CSWD Office, 2nd Flr., Meycauayan City Hall / Barangay Hall where client is residing
2. Valid Government Issued ID (1 Photocopy)	Government Offices issuing valid IDs
3. Barangay Certificate of Residency	Barangay Hall where client is residing
4. Latest 1x1 and 2x2 pictures (2 pcs. Original)	To be produced by the client
5. Birth Certificate of children under 18 years of age (1 Photocopy)	PSA / Local Civil Registry
6. Birth Certificate of Applicant (1 Photocopy)	PSA / Local Civil Registry
Additional Requirements for the Solo Parent with child or children as a consequence of rape falling under Section 4(a)(1) of R.A. No. 11861	
7. Complaint affidavit (1 Original)	To be produced by the client
8. Medical record on the incident of rape (1 Original)	Hospital where client underwent medico-legal examination
9. Sworn affidavit declaring that the solo parent has the sole parental care and support of the child or children at the time of the execution of affidavit (for the purposes of issuance of subsequent SPIC, only the sworn affidavit shall be submitted every year; 1 Original)	Notary Public
Additional Requirements for the Solo Parent on account of the death of the spouse falling under Section 4(a)(2) of R.A. No. 11861	
10. Marriage Certificate (if married; 1 Photocopy)	PSA / Local Civil Registry
11. Death Certificate of the spouse (1 Photocopy)	PSA / Local Civil Registry
12. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the solo parental care and support of the child or children (for the purposes of issuances of subsequent SPIC, only the sworn affidavit shall be submitted every year; 1 Original)	Notary Public

Additional Requirements for the Solo Parent on account of the detention or criminal conviction of the spouse falling under Section 4(a)(3) of R.A. 11861	
13. Certificate of detention or a certification that the spouse is serving sentence for at least three (3) months issued by the law-enforcement agency having actual custody of the detained spouse or commitment order by the court pursuant to a conviction of the spouse (1 Original)	BJMP/PNP/Regional Trial Court
14. Sworn affidavit declaring that the solo parent is not collaborating with a partner or co-partner, and has sole parental care and support of the child and children (for purposes of issuance of subsequent SPIC, requirement numbers 13 and 14 shall be submitted every year; 1 Original)	Notary Public
Additional Requirements for the Solo Parent on account of physical or mental incapacity of the spouse falling under Section 4(a)(3) of R.A. No. 11861	
15. Marriage Certificate or affidavit of cohabitation (1 Photocopy)	PSA / Local Civil Registry / Legal Office / Notary Public
16. Medical records, medical abstract, or a certificate of confinement in the National Center for Mental Health or any medical hospital or facility as a result of the spouse's physical or mental incapacity, which record, medical abstract or certificate of confinement of the incapacitated spouse should have been issued not more than three (3) months before the submission, or a valid Person With Disability ID issued pursuant to Republic Act No. 10754 and Republic Act No. 7277, or the Magna Carta for Disabled Persons	Legal Office / Notary Public / Medical Hospital or Facility / PDAO
17. Sworn affidavit that the solo parent is not cohabiting with a partner or co-parent and has sole parental care and support of the child or children (for purposes of issuance of subsequent SPIC and booklet, requirement numbers 16 and 17 shall be submitted every year)	Notary Public
Additional Requirements for the Solo Parent on account of legal or de facto separation of spouse falling under Section 4(a)(5) of R.A. No. 11861	
18. Marriage Certificate (1 Photocopy)	PSA / Local Civil Registry
19. Judicial decree of legal separation of the spouses or, in the case of de facto separation, an affidavit of two (2) disinterested persons attesting to the fact of separation of the spouses (1 Photocopy)	Regional Trial Court / Notary Public
20. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the solo parental care and support of the child or children (for the	Notary Public

purposes of issuances of subsequent SPIC, requirement numbers 19 and 20 shall be submitted every year; 1 Original)	
Additional Requirements for the Solo Parent on account of declaration of nullity or annulment of marriage or divorce falling under Section 4(1)(5)	
21. Marriage certificate, annotated with the fact of declaration of nullity of marriage or annulment of marriage (1 Photocopy)	PSA
22. Judicial decree of nullity or annulment of marriage or judicial recognition of foreign divorce (1 Photocopy)	Concerned court
23. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the solo parental care and support of the child or children (for the purposes of issuances of subsequent SPIC, only the sworn affidavit shall be submitted every year; 1 Original)	Notary Public
Additional Requirements for the Solo Parent on account of abandonment by the spouse falling under Section 4(a)(7) of R.A. No. 11861	
24. Marriage certificates or affidavit of the applicant solo parent	PSA / Notary Public
25. Affidavit of two (2) disinterested persons attesting to the fact of abandonment of the spouse	Legal Office / Notary Public
26. Police or barangay record of the fact of abandonment	PNP / Barangay Hall
27. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the solo parental care and support of the child or children (for the purposes of issuances of subsequent SPIC, only the sworn affidavit shall be submitted every year; 1 Original)	Legal Office / Notary Public
Additional Requirements for the spouse or any family member of an OFW falling under Section 4(b) of R.A. No. 11861	
28. Marriage certificate, if the applicant is the spouse of the OFW, or birth certificate or the other competent proof of the relationship between the applicant and the OFW, if the applicant is a family member of the OFW (1 Photocopy)	PSA / Local Civil Registry
29. Philippine Overseas Employment Administration Standard Employment Contract (POEA-SEC) or its equivalent document (1 Photocopy)	POEA
30. OFW's passport with stamps showing continuous twelve (12) months of overseas work, or a certification from the Bureau of Immigration (1 Photocopy)	To be produced by the client / Bureau of Immigration

31. Proof of income of the OFW's spouse or family member (1 Photocopy)	To be produced by the client
32. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent and has sole parental care and support of the child or children (for purposes of issuance of subsequent SPIC, requirement numbers 29, 30, 31 and 32 shall be submitted every year; 1 Original)	Notary Public
Additional Requirements for the unmarried father or mother who keeps and rears the child or children falling under Section 4(c) of R.A. No. 11861	
33. Certificate of No Marriage (1 Photocopy)	PSA
34. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent and has sole parental care and support of the child or children (for purposes of issuance of subsequent SPIC, requirement numbers 33 and 34 shall be submitted every year; 1 Original)	Notary Public
Additional Requirements for the Solo Parent who is a legal guardian, adoptive or foster parent falling under Section 4(d) of R.A. No. 11861	
35. Proof of guardianship, such as the decision granting legal guardianship issued by a court; proof of adoption, such as the decree of adoption issued by a court, or order of Adoption issued by the DSWD or the National Authority on Child Care (NACC); proof of foster care such as the Foster Parent License issued by the DSWD or the NACC (1 Photocopy)	DSWD/NACC/Regional Trial Court
36. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent and has sole parental care and support of the child or children (for purposes of issuance of subsequent SPIC, requirement number 36 shall be submitted every year; 1 Original)	Notary Public
Additional Requirements for any Relative within fourth (4) civil degree of consanguinity and affinity of the parent or legal guardian who assumes parental care and support of the child or children falling under Section 4(e) of R.A. No. 11861	
37. Death certificate, certificate of incapacity, or judicial declaration of absence or presumptive death of the parents or legal guardian; police or barangay records evidencing the fact of disappearance or absence of the parent or legal guardian for at least six (6) months (1 Photocopy)	PSA / Local Civil Registry / PNP / Barangay / Regional Trial Court

38. Proof of relationship of the relative to the parent or legal guardian, such as birth certificate, marriage certificate, family records, or other similar or analogous proof of relationship (1 Photocopy)	PSA
39. Sworn affidavit declaring that the solo parent has sole parental care and support of the child or children (for purposes of issuance of subsequent SPIC, requirement numbers 38 and 39 shall be submitted every year; 1 Original)	Notary Public
Additional Requirements for the Solo Parent who is a pregnant women falling under Section 4(f) of R.A. No. 11861	
40. Medical record of her pregnancy	Hospital / Clinic where client is consulting
41. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent who is providing support to the pregnant woman (1 Original)	Notary Public

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit complete requirements	1.1 Receive the documents of client 1.2 Review and verify the completeness and authenticity of submitted documents If submitted documents are incomplete, return to client	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
2.1 Accomplish Solo Parent ID Application Form	2.1 Provide client with Solo Parent ID Application Form 2.2 Review the Accomplished Application Form 2.3 Inform client on the releasing schedule of the Solo Parent ID	None	20 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer

3.1 Wait for the releasing of Solo Parent ID	3.1 Prepare the Solo Parent ID 3.2 Sign the Solo Parent ID 3.3 Forward the Solo Parent ID to the Office of the City Mayor for approval and signature 3.4 Contact client / Barangay Solo Parent President for the release of signed and approved Solo Parent ID	None	2 working days	Social Welfare Assistant Office of the City Social Welfare and Development Officer City Social Welfare and Development Officer Office of the City Social Welfare and Development Officer City Mayor Office of the City Mayor
4.1 Receive the Solo Parent ID 4.2 Sign the logbook acknowledging receipt of Solo Parent ID	4.1 Record the information of client on the Solo Parent ID Release Logbook	None	10 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
	Total	**None**	**2 working days and 35 minutes**	
For Replacement of Solo Parent ID				
1. Notarized Affidavit of Loss (1 Original)			Notary Public	
2. Endorsement/Certification from Solo Parent President (1 Original)			Barangay where client is residing	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.1 Submit complete requirements	1.1 Receive the documents of client	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer

	1.2 Review and verify the completeness and authenticity of submitted documents If submitted documents are incomplete, return to client			
2.1 Wait for the releasing of Solo Parent ID	a. Attach the requirement/s with the previous application record of client. b. Prepare the Solo Parent ID c. Sign the Solo Parent ID d. Forward the Solo Parent ID to the Office of the City Mayor for approval and signature e. Contact client / Barangay Solo Parent President for the release of signed and approved Solo Parent ID	None	2 working days	Social Welfare Assistant Office of the City Social Welfare and Development Officer City Social Welfare and Development Officer Office of the City Social Welfare and Development Officer City Mayor Office of the City Mayor
3.1 Receive the Solo Parent ID 3.2 Sign the logbook acknowledging receipt of Solo Parent ID	3.1 Record the information of client on the Solo Parent ID Release Logbook	None	10 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
	Total	**None**	**2 working days and 15 minutes**	

a. Parental Capability Assessment Report (PCAR) Issuance

The assessment of parenting capacity is a core child protection task, both in the context of assessing parents' capacity to protect children from risk and enhance their developmental experiences, as well as in decision-making about removing and/or restoring children to the care of their parents.

Note: Processing time may vary depending on the availability of client.

Office or Division:	**Office of the City Social Welfare and Development Officer**
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Any Child Welfare Agency whose clients are Residents of the City of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request/Referral Letter to Conduct PCAR (1 Original)	Concerned Child Welfare Agency
2. Valid Government Issued ID (1 Original)	Government Offices issuing valid IDs
3. Barangay Certificate of Residency (1 Original)	Barangay Hall of Current Residence
4. Social Case Study Report of the minor including services provided at the center and the child's progress (1 Original)	Concerned Child Welfare Agency

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit complete requirements	1.1 Receive the documents of client 1.2 Review and verify the completeness and authenticity of submitted documents 1.3 If submitted documents are incomplete, return to client	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
2.1 Answer the questions of the interviewer	2.1 Interview client about his/her basic information and of the minor	None	10 minutes	Social Welfare Officer III Office of the City Social Welfare and Development Officer

	2.2 Inform the client of the home visit			
3.1 Wait for the Social Worker's Home Visit	3.1 Prepare schedule of home visit 3.2 Conduct home visitations and interviews 3.3 Prepare the PCAR 3.4 Registered Social Worker signs the PCAR 3.5 Forward the PCAR to CSWD Officer for review and approval	None	30 working days	Social Welfare Officer III Office of the City Social Welfare and Development Officer City Social Welfare and Development Officer Office of the City Social Welfare and Development Officer
a. Receive the Parenting Capability Assessment Report (PCAR) b. Sign the logbook acknowledging receipt of the Parenting Capability Assessment Report (PCAR)	4.1 Record client's information in the CSWDO Release Logbook 4.2 Release the PCAR to the concerned agency representative If referral is made through e-mail, send the PCAR through e-mail.	None	10 minutes	Social Welfare Officer III Office of the City Social Welfare and Development Officer
	TOTAL	**None**	**30 working days and 25 minutes**	

8.0 Home Study and/or Child Study Report for Adoption of Child Issuance

Adoption is a socio-legal process of providing a permanent home to a child whose parents have voluntarily or involuntarily relinquished parental authority over the child.

Note: Application may last from 6 months to 1 year depending on the case.

Office or Division:	**Office of the City Social Welfare and Development Officer**
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Client; G2G – Government to Government
Who may avail:	Residents of the City of Meycauayan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Application Form (1 Original)	CSWDO/DSWD Field Office
2. Birth Certificate (1 Original)	Philippine Statistics Office (PSA)
3. Certificate of Attendance on Adoption Forum (1 Original)	Regional DSWD
4. Police/NBI Clearance (issued at least one year from date of application/1 Original)	National Bureau of Investigation (NBI) / Philippine National Police (PNP)
5. Marriage Certificate / Divorce Annulment / Declaration of Nullity of legal separation in SECPA (if any/1 Original)	Philippine Statistics Office (PSA)
6. Written Consent to Adoption (1 Original)	To be produced by Prospective Adoptive Parent/s (PAPs)
7. Medical Certificate (issued at least 6 months/1 Original)	Government/Private Hospital/Clinic
8. 3 character references (Relatives, friends, co-workers/1 Original)	To be produced by client
9. Latest Income Tax Return (ITR) or Certificate of Employment (1 Photocopy)	Bureau of Internal Revenue (BIR) / Office where PAP/s is or are working
10. 3×5 inch sized Whole Body Photos of the applicant and, where applicable, his/her family taken within the last three (3) months (1 Original)	To be produced by client
11. Result of psychological evaluation (1 Original)	Government/Private Hospital/Clinic

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1.1 Submit complete requirements	1.1 Review documents submitted 1.2 Return to client if documents are incomplete 1.3 Interview and inform of random home visit	None	30 minutes	Social Welfare Officer III Office of the City Social Welfare and Development Officer
2.1 Wait for the home visit	2.1 Prepare schedule of home visit 2.2 Interview the client and family on home visits 2.3 Prepare home study report for approval and signature of CSWD Officer 2.4 Sign the Home Study and/or Child Study Report 2.5 Forward the Home Study and/or Child Study Report to the CSWD Officer for review, approval, and signature 2.6 Endorse the application and requirements	None	64 working days	Social Welfare Officer III Office of the City Social Welfare and Development Officer City Social Welfare and Development Officer Office of the City Social Welfare and Development Officer

	to Regional Authority for Child Care (RACCO) 2.7 Inform client that the application has been forwarded to Regional Authority for Child Care (RACCO)			
	Total	**None**	**64 working days and 30 minutes**	

9.0 Social Case Study Report with Discernment Issuance

The determination of discernment shall take into account the ability of a child to understand the moral and psychological components of criminal responsibility and the consequences of the wrongful act; and whether a child can be held responsible for essentially antisocial behavior.

Note: Preparation and issuance of Social Case Study Report with Assessment of Discernment vary depending on the case of minor.

Office or Division:	**Office of the City Social Welfare and Development Officer**
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Residents of the City of Meycauayan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Referral Letter to Conduct Social Case Study Report with Discernment (1 Original)	City Prosecutor's Office and/or PNP
2. Barangay blotter or police investigation report (1 Original or Certified True Copy)	City Prosecutor's Office and/or PNP
3. Birth Certificate / Baptismal Certificate / Result of Dental Ageing (for proof of the minor's birthdate and age/1 Photocopy)	PSA/City Civil Registry/Health Center/City Health Unit/Respective Church

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1.1 Submit complete requirements	1.1 Receive the documents of client 1.2 Review and verify the completeness and authenticity of submitted documents 1.3 Return to client if submitted documents are incomplete 1.4 Interview and gather the basic information, family and community background of CICL 1.5 Interview the parents/ guardian for additional information 1.6 Interview and guide the minor in accomplishing the Child Functioning Assessment Tool, Family Functioning Assessment Tool, Index of Value Judgement Tool, and	None	3 hours	Social Welfare Officer III Office of the City Social Welfare and Development Officer City Social Welfare and Development Officer Office of the City Social Welfare and Development Officer

	Level of Moral Development Tool			
	1.7 Prepare the Social Case Study Report with discernment 1.8 Sign the Social Case Study Report with discernment 1.9 Forward the Social Case Study Report with discernment to the CSWD Officer for review, approval, and signature	None		
2.1 Receive the Social Case Study Report with discernment. a. Sign the receiving copy acknowledging receipt of SCSR with discernment.	2.1 Record the release of Social Case Study Report with discernment in the Case Recordings of CICL's folder.	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
	Total	**None**	**3 hours and 5 minutes**	

10.0 Early Childhood Care and Development (Day Care) Application

Children ages 3-4 years old are nurtured for their physical and mental development to prepare them for schooling with right attitudes and habits.

Office or Division:	**Office of the City Social Welfare and Development Officer**
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Children ages 3-4 and residents of the City of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Photocopy of childbirth certificate (SECPA)	PSA
2. Barangay Certificate of Indigency / Residency (1 Original)	Barangay Hall where client is residing
3. Immunization Record of child (1 Photocopy)	To be produced by parent/client
4. Cedula (1 Photocopy)	Barangay Hall where client is residing

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit complete requirements	1.1 Review submitted documents 1.2 Return to client if submitted documents are incomplete	None	5 minutes	Day Care Worker I Office of the City Social Welfare and Development Officer
2.1 Answer the questions of the Day Care Worker	2.1 Interview the Parent / Guardian	None	45 minutes	Day Care Worker I Office of the City Social Welfare and Development Officer
3.1 Wait for the Certificate of Enrollment/ Registration	3.1 Prepare the Certificate of Enrollment / Registration by the DCW/CDW 3.2 Sign the Certificate of Enrollment	None	1 day	Day Care Worker I Office of the City Social Welfare and Development Officer City Social Welfare and Development Officer Office of the City Social Welfare and Development Officer

	3.3 Forward to the CSWD Officer for signature			
4.1 Receive the Certificate of Enrollment/ Registration 4.2 Sign the logbook acknowledging receipt of Certificate of Enrollment/ Registration	4.1 Issue the Certificate of Enrollment / Registration 4.2 Record the Certificate of Enrollment / Registration in the Release Logbook	None	5 minutes	Day Care Worker I Office of the City Social Welfare and Development Officer
	Total	**None**	**1 day and 55 minutes**	