



Issuance of Certificate of Indigency

The Certificate of Indigency is issued to indigent residents of Tanauan City as assessed by the City Social Welfare and Development Office who do not have the capacity to pay for other government and non-government services

Office or Division	City Social Welfare and Development Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	All Indigent Tanaueños			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency (1 original)		Barangay Hall		
2. Voters ID or Voters Certification (1 photocopy)		Commission on Election Office		
3. Assessor's Certification (1 original)		Assessor's Office		
<i>Additional Requirements:</i>				
4. For PAO: filed case (1 photocopy)		City Prosecutors Office		
5. For LCR: document/s to be change (1 photocopy)		Local Civil Registry Office/Client's Copy		
6. For Scholarship: Registration form or School year ID. (1 photocopy)		School where the student is enrolled		
7. For Dental and Optal procedure: 4P's ID. (1 photocopy)		Beneficiary		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign at the Client Logbook.	1 Give the logbook to the client	None	5 minutes	CSWD information
2 Submit the requirements to the assigned personnel.	2. Accept and review all the submitted requirements; make sure that the requirements are all complete with no discrepancy.	None	2 minutes	Social Worker/ Social Welfare Assistant



3 Answer the personnel's questions during the interview	3.1 Interview the client using the office general intake sheet. 3.2 Inform the client that there will be a un informed home visitation	None	1 hour	Social Worker/ Social Welfare Assistant
4. Wait for the validation to be conducted by the office (i.e home visitation, collateral interview)	3.3 Conduct home visitation or collateral interview. 3.4 Assessed the client's eligibility 3.5 Start processing the request for qualified family or individual	None	2 days	CSWD Staff
5. Receive a message from the CSWD Office if eligible or not.	5. Inform the client if they are eligible or not.	None	12 minutes	Social Worker/ Social Welfare Assistant
6. If qualified: Proceed to the CSWD information and sign on the client logbook	6. Give the receiving logbook to the client	None	5 minutes	Social Worker/ Social Welfare Assistant
7. Proceed to the personnel in charge for the release of the certification	7. Issue the certificate of indigency	None	2 minutes	CSWD Staff



	TOTAL	None	2 days and 1 hour and 26 minutes	
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