

Frontline Service: Registration of the Beneficiaries to Pantawid Pamilya Program

Clients: Eligible household beneficiaries.(list of potential beneficiaries)

Requirements:

1. Marriage contract or Shari’ah Certification Of Marriage (for married beneficiaries)
2. Voter's ID
3. Birth Certificate of Children

Schedule of Availability of Service: Monday to Friday, 8:00 am – 5:00 pm; No noon break

During Ramadan, services are available Monday to Friday, 7:00 am – 3:00 pm, except Friday prayer from 11:30 am – 1:30 pm

Fees: No fees required

Total Processing Time: 9 days, 5 hours and 40 minutes plus courier time and turn over time of DSWD Central

How to avail of the service:

Step No	Client Step	Agency Action	Responsible Office/ Position	Location of Office	Maximum Duration of Step
1	Attend community assembly	Conduct orientation on the program covering conditions and responsibilities of beneficiaries	Pantawid MOA Worker /Municipal Links	Municipal gymnasium or any assigned venue	4 hours
2	Present evidences of identity such as marriage contract, voters id and birth certificate	Validate of profile of beneficiaries	Pantawid MOA Worker /Municipal Links	Municipal gymnasium or any assigned venue	10 minutes
3	Sign oath of commitment	Assist beneficiaries in signing the oath of commitment	Pantawid MOA Worker /Municipal Links	Municipal gymnasium or any assigned venue	10 minutes
4	Registration/filling up of LBP forms	Assist beneficiaries in filling up of LBP forms	Pantawid MOA Worker /Municipal Links	Municipal gymnasium or any assigned venue	15 minutes
5	Picture taking of beneficiaries	Assist beneficiaries for the issuance of PANTAWID PAMILYA identification (ID) cards.	Pantawid MOA Worker /Municipal Links	Municipal gymnasium or any assigned venue	5 minutes
		Review LBP forms if properly filled up	Pantawid MOA Worker /Municipal Links	Municipal Office	Maximum of 5 days review depending on the number of beneficiaries.
		Submit to the provincial operations office of all filled-up LBP forms	Pantawid MOA Worker	Provincial Office	1 day

			/Municipal Links		
		Submit to regional office all the reviewed LBP forms	Provincial Link	Provincial Office	1 day
		Submit to central office (NPMO) all the filled-up LBP beneficiaries.	BDMD Regional Focal	DSWD Central Office	1 day courier time
		Process the payroll and acknowledgement receipt	(NPMO)	DSWD Central Office	Turn over time of DSWD central
		Forward payroll list to provincial official offices	Pantawid/ Regional information technology officer	RPMO Pantawid, RESWAD	1 day
		Check payroll versus acknowledgement receipt Inform beneficiaries of the schedule of the payment and post payroll list	Municipal Links	Municipal Office	1 hour
10	Pre-sign of acknowledgement receipt	MRBs assist beneficiaries for the payment	Municipal Links/ SWA/MRBs	Municipal gymnasium or any assigned venue	5 minutes