

OFFICE FOR THE URBAN POOR

VISION

A city with a Comprehensive Shelter Program for the homeless, underprivileged residents and local government employees.

MISSION

To implement the comprehensive and integrated urban poor development plans, necessary programs and strategies of the city, designed to enhance the quality of life of the city's marginalized sector.

| FRONTLINE SERVICE | ISSUANCE OF CERTIFICATES (MERALCO/ MAYNILAD CERTIFICATE) |
|---------------------|--|
| STEP 1 | Receive and record request letter of the client with requirements for the needed certification. |
| SERVICE PROVIDER/S | South Caloocan: - BENIGNA B. CALABUNG - FELIZA P. LAGUNSAD - ELIZABETH C. CRUZ North Caloocan: - SHIRLEY C. ESTRELLON - EVANGELINE A. MONTERO |
| TIME FRAME | 1 – 2 minutes |
| REQUIRED DOCUMENT/S | 1. Request letter 2. Photocopy of Identification Card of the applicant 3. Barangay Certificate or proof of residence 4. MERALCO/MAYNILAD Application For representatives: 1. Authorization letter 2. Valid Identification Card of the applicant (original) 3. Valid Identification Card of the representative (photocopy) 4. Barangay Certificate indicating purpose |
| STEP 2 | – Issue Order of Payment. – Advise applicant to pay the required amount of fees at the City Treasurer's Office. |
| SERVICE PROVIDER/S | South Caloocan: - BENIGNA B. CALABUNG - FELIZA P. LAGUNSAD - ELIZABETH C. CRUZ North Caloocan: - SHIRLEY C. ESTRELLON - EVANGELINE A. MONTERO |
| TIME FRAME | 1 – 2 minutes |
| REQUIRED FEES | PhP 30.00 |
| STEP 3A | Receive proof of payment (Original Receipt). |
| STEP 3B | Prepare and print certification for signature by the office head. |
| SERVICE PROVIDER/S | South Caloocan: - BENIGNA B. CALABUNG - FELIZA P. LAGUNSAD - ELIZABETH C. CRUZ North Caloocan: - SHIRLEY C. ESTRELLON - EVANGELINE A. MONTERO |
| TIME FRAME | 5 minutes |
| STEP 4 | Approve and affix signature of the office head on the certification. |
| SERVICE PROVIDER/S | Engr. MARIA NUMENIA I. OBINA |
| TIME FRAME | 1 – 2 minutes |
| STEP 5 | Release requested certificate. |
| SERVICE PROVIDER/S | South Caloocan: - BENIGNA B. CALABUNG - FELIZA P. LAGUNSAD - ELIZABETH C. CRUZ North Caloocan: - SHIRLEY C. ESTRELLON - EVANGELINE A. MONTERO |
| TIME FRAME | 1 – 2 minutes |

| FRONTLINE SERVICE | ISSUANCE OF CENSUS CERTIFICATES |
|---------------------|---|
| STEP 1A | Receive and record request letter submitted by clients. |
| STEP 1B | Refer request letter to the Technical Division for census verification. |
| SERVICE PROVIDER/S | South Caloocan – IMELDA S. MENDOZA North Caloocan – MA. DOLORES Y. ALVARADO |
| TIME FRAME | 1 – 3 minutes |
| REQUIRED DOCUMENT/S | 1. Request letter 2. Tag Number (if censused) |
| STEP 2 | – Verify census. – Prepare and print certification for signature by the office head. |
| SERVICE PROVIDER/S | South Caloocan: - RODERICK D.R.CASTILLO - ANDERWIN V. VILLAROSA North Caloocan: - EDITHA L. TOLENTINO - ANCHONA C. ALFANTE |
| TIME FRAME | 5 - 10 minutes |
| STEP 3 | Approve and affix signature of the office head on the certification. |
| SERVICE PROVIDER/S | Engr. MARIA NUMENIA I. OBINA |
| TIME FRAME | 1 – 2 minutes |
| STEP 4 | Release requested certificate. |
| SERVICE PROVIDER/S | South Caloocan – IMELDA S. MENDOZA North Caloocan – MA. DOLORES Y. ALVARADO |
| TIME FRAME | 1 – 2 minutes |
| REQUIRED FEES | None |

| FRONTLINE SERVICE | HOUSING ASSISTANCE/ REQUESTS/ INQUIRIES |
|---------------------|---|
| STEP 1 | Receive and record submitted request/ inquiry of the client. |
| SERVICE PROVIDER/S | South Caloocan: - SHARON ROSE I. SANTOS - RODERICK D.R. CASTILLO - MADONNA A. VASAYLLAJE North Caloocan: - EDITHA L. TOLENTINO - SHIRLEY C. ESTRELLON |
| TIME FRAME | 5 minutes |
| REQUIRED DOCUMENT/S | 1. Request Letter 2. Tag Number (if censused) |
| STEP 2 | – Interview and assist client regarding request/ inquiry. – Evaluate documents presented. |
| SERVICE PROVIDER/S | South Caloocan: - BENIGNA B. CALABUNG - ANDERWIN V. VILLAROSA North Caloocan: - EDITHA L. TOLENTINO - SHIRLEY C. ESTRELLON - ELMER T. DELOS SANTOS |
| TIME FRAME | 5 – 10 minutes |
| STEP 3A | If qualified for housing assistance - Prepare and affix signature of the office head on the recommendation letter endorsed to the Office of the City Mayor. |
| STEP 3B | Upon receipt of the recommendation letter, the OFFICE OF THE CITY MAYOR prepares letter endorsing qualified beneficiaries to the Department of the Interior and Local Government (DILG) and National Housing Authority (NHA). |
| SERVICE PROVIDER/S | South Caloocan: - Engr. MARIA NUMENIA I. OBINA - ANDERWIN V. VILLAROSA North Caloocan: - Engr. MARIA NUMENIA I. OBINA - SHIRLEY C. ESTRELLON |
| TIME FRAME | 1 – 2 days |
| REQUIRED FEES | None |

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| FRONTLINE SERVICE | COMMUNITY MORTGAGE PROGRAM (CMP) - OFFSITE |
| STEP 1 | Receive and review accomplished Application Form and documentary requirements from the client. |
| SERVICE PROVIDER/S | South Caloocan: - BENIGNA B. CALABUNG - ANDERWIN V. VILLAROSA North Caloocan: - EDITHA L. TOLENTINO - SHIRLEY C. ESTRELLON - ELMER T. DELOS SANTOS |
| TIME FRAME | 30 minutes – 1 hour |
| REQUIRED DOCUMENT/S | <p>A. FOR CMP MOBILIZER (CMP-M):</p> <ol style="list-style-type: none"> 1. Duly accomplished Application Form 2. Duly accomplished CMP-M Information sheet (CMP-002) <p>For Participating Local Government Units (LGU):</p> <ol style="list-style-type: none"> 1. Council/ Sangguniang Bayan Resolution 2. Permanent unit/ department who will handle processing of CMP (for other gov't. entities) 3. At least 80% Collection Efficiency Rating or Performance Rating <p>B. FOR LETTER OF GUARANTY:</p> <p>Project Accreditation, Evaluation and Monitoring Department:</p> <ol style="list-style-type: none"> 1. CMP Community Profile 2. Housing and Land Use Regulatory Board (HLURB) Certified Copy of the following documents: <ul style="list-style-type: none"> – Registration – Articles of Incorporation – By-Laws – Updated General Information Sheet 3. Memorandum of Agreement between the City Administrator (CA) and CMP-M 4. Masterlist of Beneficiaries with Loan Apportionment (CD Copy) 5. Notarized Memorandum of Agreement between the landowner and CA 6. Letter of Intent to Sell from the landowner and letter of Intent to Buy from CA <p>Technical Services Department:</p> <ol style="list-style-type: none"> 1. Lot Plan with Technical Descriptions of the processed CMP site, duly signed by a licensed Geodetic Engineer 2. Vicinity Map 3. Schematic Subdivision Plan 4. Topographic Map 5. Latest Registry of Deeds (RD) Certified Copies: <ul style="list-style-type: none"> – Present Title – 1st back copy of the Present Title – 2nd Back Title 6. Latest Tax Declaration showing Residential Classification 7. Zoning Certification |
| STEP 2 | Organize community for the project orientation. |
| SERVICE PROVIDER/S | South Caloocan: - BENIGNA B. CALABUNG - ANDERWIN V. VILLAROSA North Caloocan: - EDITHA L. TOLENTINO - SHIRLEY C. ESTRELLON - ELMER T. DELOS SANTOS |
| TIME FRAME | 10 – 15 days |
| STEP 3 | Register at the Housing and Land Use Regulatory Board (HLURB). |
| SERVICE PROVIDER/S | South Caloocan: - BENIGNA B. CALABUNG - ANDERWIN V. VILLAROSA North Caloocan: - EDITHA L. TOLENTINO - SHIRLEY C. ESTRELLON - ELMER T. DELOS SANTOS |
| TIME FRAME | 2 – 5 months |

| FRONTLINE SERVICE | COMMUNITY MORTGAGE PROGRAM (CMP) – OFFSITE (cont.) |
|---------------------------|---|
| STEP 4 | Process CMP. |
| SERVICE PROVIDER/S | South Caloocan: - BENIGNA B. CALABUNG - ANDERWIN V. VILLAROSA North Caloocan: - EDITHA L. TOLENTINO - SHIRLEY C. ESTRELLON - ELMER T. DELOS SANTOS |
| TIME FRAME | 4 – 8 months |
| STEP 5 | Comply with the Social Housing Finance Corporation (SHFC) requirements and findings. |
| SERVICE PROVIDER/S | South Caloocan: BENIGNA B. CALABUNG - ANDERWIN V. VILLAROSA North Caloocan: - EDITHA L. TOLENTINO - SHIRLEY C. ESTRELLON - ELMER T. DELOS SANTOS |
| TIME FRAME | 1 – 2 months |
| STEP 6 | Assist the City Administrator until the take-out stage. |
| SERVICE PROVIDER/S | South Caloocan: - BENIGNA B. CALABUNG - ANDERWIN V. VILLAROSA North Caloocan: - EDITHA L. TOLENTINO - SHIRLEY C. ESTRELLON - ELMER T. DELOS SANTOS |
| TIME FRAME | Dependent on the actions taken by the concerned homeowners' association. |
| STEP 7 | Prepare for the CMP take-out by SHFC. |
| SERVICE PROVIDER/S | South Caloocan: - BENIGNA B. CALABUNG - ANDERWIN V. VILLAROSA North Caloocan: - EDITHA L. TOLENTINO - SHIRLEY C. ESTRELLON - ELMER T. DELOS SANTOS |
| TIME FRAME | Upon evaluation and approval of SHFC |
| REQUIRED FEES | None |

| FRONTLINE SERVICE | FINANCIAL ASSISTANCE TO FAMILIES AFFECTED BY DEMOLITION |
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| STEP 1 | Conduct census and tagging of city residents to be affected by demolition. |
| SERVICE PROVIDER/S | South Caloocan: - SHARON ROSE I. SANTOS - RODERICK D.R. CASTILLO - CENSUS TEAM North Caloocan: - EDITHA L. TOLENTINO - SHIRLEY C. ESTRELLON - CENSUS TEAM |
| TIME FRAME | 1 – 3 days (dependent on the number of families affected) |
| REQUIRED DOCUMENT/S | 1. 2 Valid Identification Cards 2. Barangay Certificate |
| STEP 2A | Validate censused families. |
| STEP 2B | Prepare Masterlist and Profile of Informal Settler Families (ISFs). |
| STEP 2C | Prepare payroll and other documentary requirements. |
| SERVICE PROVIDER/S | South Caloocan: - RODERICK D.R. CASTILLO - LEIREI C. SARMIENTO - ANDERWIN V. VILLAROSA North Caloocan: - SHIRLEY C. ESTRELLON - EDITHA L. TOLENTINO - ELMER T. DELOS SANTOS |
| TIME FRAME | 1 – 2 days |
| STEP 3 | Release financial assistance. |
| SERVICE PROVIDER/S | South Caloocan: Engr. - MARIA NUMENIA I. OBINA - RODERICK D.R. CASTILLO - MARISSA R. CORONEL North Caloocan: - Engr. MARIA NUMENIA I. OBINA - EDITHA L. TOLENTINO - SHIRLEY C. ESTRELLON |
| TIME FRAME | 1 day |
| REQUIRED FEES | None |

| FRONTLINE SERVICE | URBAN POOR CONCERNS/ ISSUES AND OTHER RELATED MATTERS |
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| STEP 1 | Receive and record submitted request letters of clients on urban poor issues and concerns. |
| SERVICE PROVIDER/S | South Caloocan: - SHARON ROSE I. SANTOS - RODERICK D.R. CASTILLO - MADONNA A. VASAYLLAJE North Caloocan: - EDITHA L. TOLENTINO - SHIRLEY C. ESTRELLON |
| TIME FRAME | 1 – 3 minutes |
| STEP 2 | – Interview and provide necessary assistance to the client. – Provide client with documents/ guidelines needed for the queries. |
| SERVICE PROVIDER/S | South Caloocan: - SHARON ROSE I. SANTOS - RODERICK D.R. CASTILLO - MADONNA A. VASAYLLAJE North Caloocan: - EDITHA L. TOLENTINO - SHIRLEY C. ESTRELLON |
| TIME FRAME | 5 - 15 minutes |
| REQUIRED FEES | None |

| FRONTLINE SERVICE | LAND DISPUTES/ COMPLAINTS |
|---------------------|--|
| STEP 1 | Receive and record submitted complaints/ issues of the clients. |
| SERVICE PROVIDER/S | South Caloocan – IMELDA S. MENDOZA North Caloocan – MA. DOLORES Y. ALVARADO |
| TIME FRAME | 1 – 2 minutes |
| REQUIRED DOCUMENT/S | 1. Complaint Letter 2. Evidences/ Proof of complaints |
| STEP 2 | Interview and assist the complainant. |
| SERVICE PROVIDER/S | South Caloocan: - SHARON ROSE I. SANTOS - RODERICK D.R. CASTILLO North Caloocan: - EDITHA L. TOLENTINO - SHIRLEY C. ESTRELLON |
| TIME FRAME | 10 – 20 minutes (within the day) |
| STEP 3A | Conduct ocular inspection, if necessary. |
| STEP 3B | Prepare and submit census/ inspection report and recommendation to the office head. |
| SERVICE PROVIDER/S | South Caloocan: - SHARON ROSE I. SANTOS - RODERICK D.R. CASTILLO North Caloocan: - EDITHA L. TOLENTINO - SHIRLEY C. ESTRELLON |
| TIME FRAME | 1 – 2 days |
| STEP 4 | Prepare and send invitation to the second party for a dialogue with the complainant. |
| SERVICE PROVIDER/S | South Caloocan – ANDERWIN V. VILLAROSA North Caloocan – SHIRLEY C. ESTRELLON |
| TIME FRAME | Within the day |
| STEP 5 | Conduct dialogue between the two parties presided by the office head. |
| SERVICE PROVIDER/S | Engr. MARIA NUMENIA I. OBINA |
| TIME FRAME | 10 – 20 minutes |
| STEP 6 | Include complaint/ issues in the agenda for deliberation in the regular meeting of the Local Inter Agency Committee (LIAC) or Local Housing Board (LHB). |
| SERVICE PROVIDER/S | South Caloocan: - SHARON ROSE I. SANTOS - RODERICK D.R. CASTILLO North Caloocan: - EDITHA L. TOLENTINO - SHIRLEY C. ESTRELLON |
| TIME FRAME | 1 week |
| REQUIRED FEES | None |

| FRONTLINE SERVICE | RELOCATION AND RESETTLEMENT |
|---------------------|--|
| STEP 1 | Receive and validate documentary requirements submitted by the clients. |
| SERVICE PROVIDER/S | South Caloocan: - SHARON ROSE I. SANTOS - RODERICK D.R. CASTILLO North Caloocan: - EDITHA L. TOLENTINO - SHIRLEY C. ESTRELLON |
| TIME FRAME | 1 week |
| REQUIRED DOCUMENT/S | <ol style="list-style-type: none"> 1. Request letter 2. 2 pieces 2x2 picture 3. Marriage Contract, certified by the Philippine Statistics Authority (PSA)/ National Statistics Office (NSO), if married; Affidavit of Cohabitation, if not married 4. Birth Certificate (if single and if not married but living together) 5. Any government-issued identification card (SSS, GSIS, PRC, Postal, Driver's License, Senior Citizen, etc.) 6. Certificate of Employment/ Proof of Income 7. Birth Certificates of children 8. Police Clearance |
| STEP 2 | NATIONAL HOUSING AUTHORITY (NHA) – REGIONAL OFFICE determine the Rolling Schedule one month after submission of requirements with the following information: <ul style="list-style-type: none"> – List of families to be relocated – Barangay number – Date of relocation – Relocation site |
| STEP 3A | Release Entry Passes to relocatees during relocation day. |
| STEP 3B | Provide assistance to the relocatees from the City Government: <ul style="list-style-type: none"> – grocery packs – transportation – snacks – trucking assistance for the personal belongings of the families |
| SERVICE PROVIDER/S | LOCAL INTER – AGENCY COMMITTEE MEMBERS OF THE PROJECT |
| TIME FRAME | 5 – 10 minutes |
| STEP 4 | Relocatees submit entry passes to the Receiving LGU or BARANGAY. |
| SERVICE PROVIDER/S | NHA OFFICE FOR THE URBAN POOR |
| TIME FRAME | 3 – 8 minutes |
| STEP 5 | Distribute house keys to relocatees. |
| SERVICE PROVIDER/S | NHA OFFICE FOR THE URBAN POOR |
| TIME FRAME | 3 – 5 minutes |
| REQUIRED FEES | None |

FEEDBACK AND COMPLAINTS MECHANISM:

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| <p>Accomplish the Feedback Form available in the office and drop in the designated Comment and Suggestion Box located at the Front Desk or send queries through any of the following form of correspondence:</p> | |
| Email Address: | <i>upaocaloocancity@yahoo.com</i> <i>upao.calcity@gmail.com</i> |
| Telephone Numbers: | (02) 288 – 8811 to 21 loc. 2260 (02) 335 – 5693 |