

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

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
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
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:

<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