

1. ISSUANCE OF CERTIFICATION FOR URBAN POOR COMMUNITIES' UTILITIES APPLICATION

Office or Division:	Urban Poor Affairs Office			
Classification:	Complex			
Type of Transaction:	Government to citizens			
Who may avail:	Informal Settler Families that reside in government-owned properties (except danger areas, waterways, esteros, river banks, illegal dwelling structures as per DILG memorandum, parks)			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Barangay Certificate	Barangay Hall			
Barangay Certificate of Indigency	Barangay Hall			
Government ID	Any Government Agency/Local Government Unit			
Printed photos of the Residence (inside, outside) -Household has toilet and sink	To be provided by the applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal appearance and submission(present) of valid ID to UPAO staff for validation	1.1 Validation of the ISF applicants' inclusion in the database. 1.2 Issue application form	None	5 minutes	UPAO Staff
2. Filling out of form -Submission of form and requirements.	2.1 Evaluation of requirements-check authenticity and completeness 2.2 Advise applicant on the conduct of validation.	None	5 minutes 5 minutes	UPAO Staff
3. Secure notarized waiver	3.1 Advise the applicant on how to secure the waiver and its purpose.		10 minutes	

4. Ensure he/she is at home during the validation.	4.1 Conduct of validation of residence of applicant 4.2 Prepare the certification 4.3 Issue the certificate 4.4 Advise the ISF applicant on the conduct of the re-validation	None	15 minutes 5 minutes 2 minutes 2 minutes	UPAO Staff
	4.5 Conduct of re-validation to applicants' residence to verify installation of utilities applied for.	None	15 minutes	UPAO Staff
END OF TRANSACTION				