



MEMORANDUM CIRCULAR
NO. 04
SERIES OF 2024

**SUBJECT : GUIDELINES IN THE IMPLEMENTATION OF THE
 AYUDA SA KAPOK ANG KITA PROGRAM (AKAP)**

I. RATIONALE

According to the National Economic and Development Authority (NEDA), the country's full-year average inflation rate for 2023 is pegged at 6.0 percent. Inflation for most commodity groups either slowed down or retained their previous rates. However, rice inflation rose to 19.6 percent in December 2023 from 15.8 percent in November 2023. It was also the most significant contributor to December 2023's inflation with 1.7 percentage points (ppt), followed by food and beverages services and housing rentals with 0.5 ppt each.

In simple terms, inflation is the increase in the prices of goods and services. As part of the government's efforts to address inflation and protect the purchasing power of Filipino families, the General Appropriations Act (GAA) of 2024 provided for measures to address the inflation problem especially for the most vulnerable sectors ensuring they can meet their basic needs despite the economic challenges posed by the rising inflation.

Under the budget of the Department of Social Welfare and Development (DSWD), the GAA mandated that the amount of Twenty-Six Billion Seven Hundred Million Pesos (P26,700,000.00) appropriated therein under the **Ayuda sa Kapos ang Kita Program (AKAP)** shall be used to implement and provide financial assistance to minimum wage earners falling under the category of low income that were severely affected by rising inflation. It further provided that the implementation of this provision is subject to the guidelines to be issued by the DSWD and the existing budgeting, accounting and auditing rules and regulations.

II. LEGAL BASES

A. General Appropriations Act of 2024, Special Provision No. 3, DSWD Budget, which authorized funding for the Ayuda sa Kapos ang Kita Program.

B. Republic Act No. 11291 or the "*Magna Carta of the Poor*" which provides that investments in anti-poverty programs to enable the poor to fully participate in the country's growth and development shall be the top priority of the State.

C. **Republic Act No. 11032** or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018* (EODB) which mandates all offices and agencies providing government services to regularly undertake cost compliance analysis, time and motion studies, undergo evaluation and improvement of their transaction systems and procedures, and reengineer the same if deemed necessary to reduce bureaucratic red tape and processing time.

D. **Philippine Development Plan 2023-2028**, specifically Chapter 3 thereof entitled "Reduce Vulnerabilities and Protect Purchasing Power."

III. PROGRAM COVERAGE AND LIMITATION

This Circular is issued to prescribe the guidelines in the implementation of the AKAP authorized under the GAA of 2024.

The AKAP shall be implemented as a targeted social assistance to individuals who may not have access to regular assistance on account of them not belonging to the poorest population. It is intended to provide a menu of assistance for goods and services that are affected by high inflation depending on the needs of the individuals.

To qualify as a beneficiary under the AKAP, the individual must belong to low-income category, i.e., those whose income does not exceed the statutory minimum wage.

Beneficiaries of DSWD programs who are receiving regular assistance on account of their inclusion in the poor population under the Listahanan, such as those 4Ps household beneficiaries, and indigent senior citizens, shall be ineligible to receive any form of assistance provided under the AKAP.

Beneficiaries who received food assistance, medical assistance, funeral assistance and cash relief assistance under the AICS Program or the AKAP shall be governed by the limitation and the rules on frequency of availment of assistance.

IV. DEFINITION OF TERMS

As used in these guidelines, the following shall have the following meaning:

- a. **Authorized Representative** - pertains to a person of legal age representing a beneficiary who, for valid reason/s, cannot be physically present to process and claim the assistance requested and approved by DSWD.

The following are the allowed representatives under these guidelines:

- i. **Immediate Family Member** - refers to spouse of the beneficiary, son or daughter of legal age of the beneficiary, either parent of the beneficiary, brother or sister of legal age of the beneficiary.
- ii. **Other relatives up to fourth (4th) civil degree of consanguinity or affinity**, such as the uncles, aunts, first degree cousins, grandparents and grandchildren of the beneficiary.
- iii. **Common Law Spouse or Partner** - subject to the presentation of a Barangay Certification or an Affidavit of Cohabitation

In extremely justifiable circumstances, any other individual may act as an authorized representative of a beneficiary. Provided, that said individual shall not be allowed to represent more than two (2) beneficiaries who are unrelated to him/her for every calendar year.

For this purpose, the information of the representative shall also undergo the cross-matching process.

- b. **Beneficiary** - pertains to an individual whose income does not exceed the statutory minimum wage and who is severely affected by the rising inflation. It refers to the person who actually needs the assistance, or for whom on behalf the assistance is being sought from the DSWD through an authorized representative. The beneficiary shall be the ultimate recipient of the assistance.
- c. **Case Summary** - pertains to a document prepared by any professional social worker that shall state the socio-economic situation of the client or beneficiary, as well as his/her assessment and recommendation for said client or beneficiary.
- d. **Certificate of Eligibility (CE)** - refers to the document issued by the DSWD, proving that the client is eligible to receive the services under the AKAP.
- e. **Crossmatching** - refers to the process of checking the information or data sets provided by the beneficiary or representative and counter-checking it with the information and data sets in the DSWD database.
- f. **General Intake Sheet (GIS)** - refers to the form used by the DSWD social workers to obtain the basic information of the beneficiary and the authorized representative, the problem presented, and the assessment and recommended assistance.
- g. **Guarantee Letter (GL)** - refers to a document issued by the DSWD in favor of the beneficiary addressed to service providers to guarantee the payment of goods or services.

- h. **Minimum Wage Earners** – refers to low-income individuals earning minimum wages mandated by the respective Regional Tripartite Wage and Productivity Board (RTWPB) of the Department of Labor and Employment (DOLE).
- i. **Funds** – refers to monetary resources of the DSWD allocated through GAA that are used in financing its projects, programs, activities and expenditures.
- j. **Service Providers** - refers to hospitals, funeral homes and other service providers such as but not limited to, diagnostic laboratories, clinics, drugstores among others which are willing to accept the GLs issued by the DSWD for payment of goods or services for the beneficiary.
- k. **Social Case Study Report (SCSR)** - refers to the document prepared by a professional Social Worker in public and private practice, that describes in detail the situation and conditions of the beneficiary, including his/her social history. The document likewise includes assessment, plan for intervention and recommendation.

V. MODALITIES IN PROVIDING ASSISTANCE UNDER THE AKAP

The grant of financial assistance to qualified beneficiaries can be implemented (A) **directly by the DSWD** through the Crisis Intervention Unit/Sections (CIU/S) at the Central and Field Offices (FO), respectively, and Social Welfare and Development Satellite Offices (SWAD Office) nationwide, or (B) **through DSWD's partners** like the Local Government Units (LGUs). In both instances, the provision of financial assistance shall be subject to the guidelines hereunder.

A. Implementation through CIU/s and SWAD Offices

Qualified beneficiaries needing financial assistance for goods and services affected by high inflation may avail, subject to the requirements and frequency of availment provided hereunder, of the following:

- a) **Food Assistance** - this is an outright cash assistance provided to meet the need for food and other nutritional requirements for sustenance.
- b) **Medical Assistance** – this is an outright cash or GL provided to cover hospitalization expenses and professional fees, cost of medicines and other medical treatment or procedures, such as implants, common laboratory tests, and diagnostic imaging for any illness or condition, including postpartum complications. This assistance does not extend to other healthcare expenses that are unrelated to medical treatment or aftercare.
- c) **Funeral Assistance** - this is an outright cash or GL provided to cover funeral and other related expenses including, but not limited to, transporting the

deceased individual's remains to their residence or hometown, interment, cremation, and/or burial site, adhering to the customary practices of the family, particularly among Indigenous Cultural Communities/Indigenous Peoples (IPs) and Moros.

- d) **Cash Relief Assistance** – this is an outright cash assistance provided to qualified beneficiaries for reasons other than for food, medical or funeral expenses, which upon the assessment of the DSWD social worker, may appear to be directly related to the effects of high inflation (i.e., difficulty in paying for house rental, electricity and water expenses, etc.).

Financial assistance may be given in outright cash if the amount of assistance ranges from P1,000.00 to P10,000.00, subject to the assessment of the DSWD social worker. For assistance above P10,000.00, the same shall be provided through a Guarantee Letter approved by the Department Secretary or his duly authorized representative. The issuance and release of a GL under the AKAP shall be governed by the existing rules and regulations of the Department on the matter, including any amendments thereto.

The distribution of assistance is without prejudice to adoption of digital payment solutions once the necessary infrastructure is in place.

B. Implementation through LGUs

The AKAP may also be implemented through the DSWD's partners like LGUs who are able and willing to assist the DSWD. However, the financial assistance that will be provided to qualified beneficiaries through the LGUs shall be called **rice assistance** because it shall be used for purchasing rice to meet the nutritional requirements for sustenance. For this purpose, the DSWD shall enter into a Memorandum of Agreement with the LGUs to spell out the details of the transfer of funds and the requirements for its liquidation, in accordance with the existing budgeting, accounting and auditing rules and regulations.

The amount of rice assistance that can be provided to qualified beneficiaries shall be equivalent to half of the cost of twenty-five (25) kilograms of rice based on the suggested retail price from the Department of Agriculture. Further, the amount of each fund transfer to the LGU for this purpose shall not exceed P20 Million.

The financial assistance under the AKAP may complement any support provided by the LGU, government agencies, and non-government organizations. Further, a beneficiary who has received rice assistance through the LGU may still qualify to receive medical, funeral or cash relief assistance from the DSWD, subject to the requirements under these guidelines, professional assessment of the DSWD social worker and the availability of funds.

VI. DOCUMENTARY REQUIREMENTS

In accordance with the EODB law, and to afford ease of beneficiary experience, the AKAP shall adopt the list of documentary requirements, as applicable, in similar programs of the DSWD. Any change in the documentary requirements may be contained in a supplemental issuance or guidance notes.

The identity of a qualified beneficiary may be established by providing a photocopy of a government-issued ID, listed in Annex A with the following details:

- a. It must be valid at the time of the assistance application.
- b. It should not exhibit any signs of being counterfeit or suspicious.
- c. It should have a clear and recognizable photograph of the beneficiary.
- d. It must display the applicant's full name, address, signature (*except for PhilSys ID or ePhilID*), and date of birth.

However, in **exceptional cases** or circumstances caused by natural or human-induced disasters, where the beneficiary could not present a valid ID, a **justification with beneficiary/beneficiaries' actual photo captured by the DSWD social worker** and explaining the absence of the VALID ID will be accepted as sufficient documentation. This measure ensures that individuals facing legitimate constraints still have the opportunity to access the assistance they need.

Additionally, the GIS and CE are for all beneficiaries and must be kept in either hard or electronic copy. The GIS is considered a confidential document, and its secure storage must adhere to the laws, rules, and regulations on data privacy governing the protection of sensitive information. To ensure uniformity and consistency in the documentation process across all regions, the PMB-CID will distribute editable copies of the standardized GIS and CE forms to be utilized by DSWD offices nationwide.

In order to prove that the beneficiary is a minimum wage earner, any of the following documents/record issued within three (3) months may be submitted as additional supporting documents, as may be applicable:

- a. Contract of Employment duly signed by the parties;
- b. Certificate of Employment with Compensation (COE) indicating the full name and signature of any issuing officer;
- c. Income Tax Return (ITR) BIR Form 2316/Audited Financial Statement with full name and signature of any issuing officer, or Certificate of Tax Exemption, as applicable; or
- d. Such other document that would show that the client's income does not exceed the statutory minimum wage.

Below are the documentary requirements for each type of assistance shall be

submitted in original/certified true copies, to wit:

Type of Assistance	Documentary Requirements
Rice Assistance	<p>Any valid identification document, as stated in Annex A; and,</p> <p>Any supporting document stated above, that can prove that the beneficiary is a minimum wage earner or falling under the category of low-income.</p>
Food Assistance	<p>Any valid identification document, as stated in Annex A; and,</p> <p>Any supporting document stated above, that can prove that the beneficiary is a minimum wage earner or falling under the category of low-income.</p>
Medical Assistance	<p>Any valid identification document as stated in Annex A;</p> <p>Any supporting document stated above, that can prove that the beneficiary is a minimum wage earner or falling under the category of low-income; and</p> <p>Any of the following:</p> <ul style="list-style-type: none"> • Medical Certificate or Abstract with date of issuance complete name, signature and license number of attending physician issued within the last 3 months; • Discharge summary with date of issuance, complete name, signature and license number of the attending physician (issued within the last 3 months); • Certificate of confinement with date of issuance, complete name, signature and license number of attending physician (issued within the last 3 months); • Alagang Pinoy Tagubilin Form with diagnosis, date of issuance, complete name, signature and license number of attending physician (issued within the last 3 months); • Referral Letter from Malasakit Center issued by the duly assigned DSWD social worker or Medical Social Worker <p>Depending on the purpose of the medical assistance, the client shall submit any of the following requirements, in addition to the basic requirements above:</p> <p><i>If payment for hospital bill</i></p> <ul style="list-style-type: none"> • Temporary/Final Hospital Bill or Statement of Account (Outstanding Balance) with complete name and signature of the billing clerk; or • Certificate of Balance or Promissory Note if patient had been discharged from the hospital

Type of Assistance	Documentary Requirements
<i>If for medicines/assistive devices</i>	<ul style="list-style-type: none"> • Prescription with date of issuance, complete name, signature and license number of attending physician (issued within the last 3 months); or • Treatment protocol with date of issuance, complete name, signature and license number of attending physician (issued within the last 3 months)
<i>If for medical procedures</i>	<ul style="list-style-type: none"> • Laboratory request/s with date of issuance, complete name, signature and license number of attending physician (issued within the last 3 months); or • Laboratory Protocol with date of issuance, complete name, signature and license number of attending physician (issued within the last 3 months); or • Doctor's Order with date of issuance, complete name, signature and license number of attending physician (preferably valid for 3 months)
<i>If for therapy and other special treatment</i>	<ul style="list-style-type: none"> • Treatment protocol with date of issuance, complete name, signature and license number of attending physician (issued within the last 3 months); or • PhilHealth certification that their coverage is exhausted; or • Prescription with date of issuance, complete name, signature and license number of attending physician (issued within the last 3 months); or • Doctor's order with date of issuance, complete name, signature and license number of attending physician (preferably valid for 3 months); • Quotation with full name and signature of any issuing officer; or • Psychiatrist or psychologist certification with date of issuance, complete name, signature and license number of attending physician (issued within the last 3 months)
<i>If the amount of assistance requested exceeds Php10,000.00, the assistance shall be through a GL</i>	<ul style="list-style-type: none"> • Quotation for laboratory or special medicines; • SCSR/Case Summary from LSWDO or the DSWD Social Worker or medical social worker in hospitals or Social Worker of NGOs
Funeral Assistance	<p>Any valid identification document, as stated in Annex A; and,</p> <p>Any supporting document stated above, that can prove that the beneficiary is a minimum wage earner or falling under the category of low-income, and any of the following:</p> <ul style="list-style-type: none"> • Death Certificate; or

Type of Assistance	Documentary Requirements
	<ul style="list-style-type: none"> ● Certification from the Hospital/Doctor/authorized medical practitioner/Imma (for Moro) and Tribal Chieftain for IPs; ● Any of the following as may be applicable: <ul style="list-style-type: none"> ○ Funeral Contract (except for Moro and IPs performing customary practices); or ○ Statement of Account; or ○ Certification from the Barangay that the family made the casket but have debt to pay for the materials and other expenses; ○ Transfer Permit if assistance for transfer of cadaver is requested separately or along with other items under funeral assistance <p>Provided that a Certificate of Balance or Promissory Note is required should there be funeral expenses left unpaid.</p> <p>If the amount of assistance requested exceeds Php10,000.00, it will be through GL and a SCSR/Case Summary from the LSWDO or DSWD Social Worker or MSW in hospitals or Social Worker of NGOs shall also be required.</p> <p>Funeral and related expenses due to a disaster, calamity, and/or critical events or similar circumstances resulting in one or multiple casualties within the family may allow the surviving family member or the closest immediate relative of the deceased to request outright cash assistance subject to the assessment of the DSWD Social Worker, without the need of a SCSR.</p>
Cash Relief Assistance	<ol style="list-style-type: none"> 1. Any valid identification document; and 2. Any supporting document stated above, that can prove that the beneficiary is a minimum wage earner or falling under the category of low-income, 3. Any other document that would show being affected by high inflation, like the fact of unemployment, layoff or displacement from work, or insufficiency of wage to provide for basic needs, at the time of assistance application.

In exceptional circumstances where a document listed above cannot be reasonably produced, but the facts can be verified or proved during the assessment, the DSWD social worker may provide a justification to support the provision of assistance to the client. Provided that such justification shall be approved by the CIU Head/CID Chief/CIS Head/SWAD Team Leader.

For auditing purposes, the CE and all other supporting documents, except the GIS, shall be submitted to the Finance and Management Service/Unit (FMS/U).

These requirements shall be printed and displayed clearly outside the premises of the DSWD CO and FO/CIS/SWAD Offices, and translated in the Filipino language or such local dialects, as applicable. The PMB and its respective FO counterparts shall coordinate with the Digital Marketing Service/Unit, whichever is applicable, to come up with the templated information, education and communication materials (tarpaulins, leaflets, etc.) that may be replicated by the FOs.

The clients who will present documents which appear to be fake/fraudulent shall be endorsed to the Legal Service (LS) and/or their FO counterparts, for appropriate action.

VII. IMPLEMENTING PROCEDURE

For the guidance of program implementers, the step-by-step procedure on onsite and off-site implementation being adopted in the AICS program may apply in the implementation of the AKAP. Since these are merely provided to ensure better administrative arrangements, any improvement or amendment hereto may be contained in a supplemental issuance or Guidance Notes.

A. Onsite Implementation or Assessment of Individual Clients within the DSWD Offices (CIU/CIS/SWAD Offices)

STEP 1: Screening

- a) DSWD personnel shall check the validity and completeness of the required documents presented by the client.

If the documents are found to be incomplete, invalid, and inaccurate to support the request, the client will be requested to complete the documentary requirements needed as listed in the compliance slip or refer to the corresponding program concerned.

If documents are found to be complete, valid, and accurate, the client will be subjected to crossmatching to check the previous availments of the assistance.

If found to have availed assistance beyond the allowed frequency of availment, the client will be advised of the limitations on the provisions based on the guidelines as stipulated herein. Otherwise, proceed to STEP 2.

STEP 2: Interview and Assessment

- a) The DSWD social worker shall interview and assess the client as well as the documentary requirements presented, and determine the following:
 - i. Identify the actual need of the client and the accuracy and authenticity of the documents presented during the interview assessment; and
 - ii. Fill out the information in the GIS and the CE.
- b) If determined to be eligible to receive assistance, the DSWD Social Worker shall recommend the appropriateness of assistance.
 - i. For financial assistance amounting to P10,000.00 and below which does not require GL, the assistance shall be provided in cash. In this case, the client will be advised to proceed to Step 4 releasing.
 - ii. For assistance amounting to more than P 10,000.00, a GL shall be prepared by a DSWD personnel and will be subjected for review and approval together with the GIS, CE and justification.
 - iii. If there is a need for further intervention, a referral letter to another agency shall be prepared by the DSWD Social Worker and to be reviewed and approved by the head of CID/CIS/SWAD or his/her duly authorized representative.
- c) If determined to be ineligible, the client will be advised to comply with the appropriate and correct documentary requirements or shall be referred to the appropriate office for assistance.

STEP 3: Review and Approval of Assistance

If the authorized official finds the request valid and complete, the request shall be approved, otherwise the case will be referred back to the attending DSWD social worker.

STEP 4: Releasing of Assistance

- a) All approved requests shall be forwarded to the SDO/RDO/DSWD personnel for releasing depending on the mode of assistance. Financial Assistance will be released by the Regular/Special Disbursing Officer/s of the FMS/U or the designated disbursing officer for cash, or to the CIU/CIS/DSWD SWAD Personnel for the release of GL.

B. Offsite Implementation or Assessment of individual clients outside DSWD offices (CIU/CIS/SWAD Offices), especially for the purpose of serving beneficiaries in remote areas or where the services may be better served in a bigger and secure locations nearest the beneficiaries

A group of individuals identified or endorsed to DSWD shall undergo cross matching prior to the date of the implementation to avoid duplication while the assessment and provision of assistance shall be based on these guidelines or such guidance notes as may be issued for this purpose.

During the implementation proper, the following process shall be followed:

STEP 1: VALIDATION

The DSWD Personnel shall check the client's presented valid ID to ensure it matches the information in the master list before proceeding to the next step.

STEP 2: INTERVIEW AND ASSESSMENT

The assigned personnel shall fill-out the identifying information of the client in the GIS; the DSWD social worker to conduct an interview and assessment and establish the eligibility of the client and complete the filling out of the GIS and CE.

STEP 3: REVIEW AND RELEASE OF ASSISTANCE

The assistance shall be released upon the determination of the correctness and completeness of documents which shall serve as the basis for the eligibility of the client.

C. Implementation of Rice Assistance through the LGUs

1. A Memorandum of Agreement (MOA) governing the transfer of funds for the rice assistance shall be executed between the LGU and the DSWD. The execution of MOA with LGUs which have pending unliquidated balances from previous fund transfer from the DSWD can be done only upon prior authority from the Commission on Audit (COA);
2. The LGU shall take full responsibility in the proper disposition/disbursement of funds in accordance with existing accounting and auditing rules and regulations imposed by the COA Circular No. 94-013, and other applicable accounting and auditing manuals used by the Government, unless there is a special exemption provided by the COA;
3. During the payout, the LGU shall ensure to keep the following:
 - a. List of beneficiaries or distribution list signed by the beneficiaries;
 - b. Photocopy of the beneficiaries' identification cards and their signatures;
 - c. Photo documentation of the conduct of release of rice assistance; and,
 - d. Certification of Rice Assistance Distribution duly signed by the authorized official/s of the concerned LGUs.

4. Submit monthly report of the number of beneficiaries who received rice assistance and the amount disbursed to the DSWD FO for onward submission to the PMB;
5. Submit to the concerned DSWD FO the following liquidation and financial reporting documents within thirty (30) days from the last day of distribution of the rice assistance, viz:
 - a. Report of checks (ROC) issued or report of disbursements (ROD) duly certified by the LGU accountant and approved by the LCE;
 - b. Distribution List of Rice Assistance beneficiaries signed by the beneficiaries; and,
 - c. Copy of Official Receipt for any refund of unutilized balance;
6. The LGU shall keep and maintain financial accounting records for the transferred funds in accordance with the Generally Accepted Accounting and Auditing principles.

VIII. RATE OF ASSISTANCE AND FREQUENCY OF AVAILMENT

The rates of assistance and the frequency of availment shall be as follows:

Type	Particulars	Cost of Assistance		Frequency of Availment ¹
		Minimum	Maximum	
Rice Assistance	Food subsidy for individuals/families	No more than half of the cost of twenty five (25) kilograms of rice based on the suggested retail price from the Department of Agriculture. Every fund transfer to an LGU shall be no more than Php20 Million.		Once every three months The rice assistance may be provided on top of any assistance provided.
Medical Assistance	Hospital bill	1,000.00	150,000.00	General Rule: Once every admission/discharge Exceptions: For chronic diseases or illnesses - Per hospitalization/ Admission

¹The frequency of availment prescribes the limit on the number of times a client may avail of a particular type of assistance at a given period and this should **NOT** be interpreted as giving the client the privilege/premium to claim the assistance repeatedly as the period comes. Even a repeat or recurring client (as those with maintenance medications) will undergo assessment every time he/she requests for assistance

Type	Particulars	Cost of Assistance		Frequency of Availment ¹
		Minimum	Maximum	
	Medicines Laboratory Procedures Other special treatment such as, but not limited to dialysis, chemotherapy, implant and pre-operation procedures	1,000.00	150,000.00	Once every three months
Funeral Assistance	Funeral Expenses Transfer of Cadaver	5,000.00	50,000.00	General Rule: Per beneficiary/ incident of death <i>Note: One client may avail and process one or two services at the same time (i.e. Funeral and transfer of cadaver)</i> <i>Subject to the recommendation of DRMB at the Central Office or their counterparts at the FOs.</i>
	Casualties during disaster/ calamity		10,000.00	
Food Assistance	Food subsidy for individuals/ families	2,000.00	10,000.00	General Rule: Once every three months Exception/s: Patients - once every admission
Cash Relief Assistance	Other needs	2,000.00	10,000.00	Once for every applicable incident.

Provided that any type of assistance shall be subject to the availability of funds.

Further, the above rate of assistance shall not limit the attending DSWD social worker from undertaking the following:

- a. Recommend a higher amount, subject to his/her assessment and justification of the client's circumstances. Provided that in such cases, there shall be a SCSR/case summary to support the provision of a higher amount. Further, the kind of assistance shall be validated by the Supervising Social

Worker in the CIU/CIS Head/SWAD Team Leader and approved by the proper authority.

- b. Recommend for the provision of assistance for **chronic illnesses** beyond the authorized frequency or time duration subject to DSWD Social Worker's assessment and justification which shall be validated by the CIU/CIS Head/SWAD Team Leader and approved by the proper authority.
- c. Recommend for the provision of several types of assistance or combination thereof may be allowed subject to the assessment of the DSWD Social Worker and approved by the proper authorities, subject to the availability of funds.
- d. Recommend an adjusted rate or frequency of availment of medical assistance for COVID-19 or other disease-related medical conditions, during the State of Public Health Emergency or other medical conditions (i.e. clients diagnosed with chronic diseases with kidney ailment undergoing dialysis, and those cancer patients undergoing chemotherapy), or during a State of Calamity in some areas declared by the National Government. For these cases, hospitalization, medicines and laboratory procedures (for out-patient) may be provided once a month or as may be warranted with the rate of assistance not exceeding the ceiling provided for each availment, based on the assessment and justification by the DSWD social worker as validated and by the CIU/CIS Head/SWAD Team Leader and proper authority, respectively. Provided that, every request for assistance shall be supported with the complete requirements of the client.

IX. APPROVING AUTHORITY

The range of financial assistance that will be directly disbursed by the DSWD to the beneficiary and the authorized approving official or his/her alternate shall be contained in a Special Order to be issued by the Secretary.

X. INSTITUTIONAL SUPPORT

The other Office, Bureau, Service and Units (OBSUs) of the Department, together with their FO counterparts, shall extend the necessary support to give effect to the provisions and objectives of this Circular. Specifically, the following OBSUs, together with their FO counterparts:

- A. The FMS shall assign disbursing officers and facilitate the release and availability of cash in the daily operations of the AKAP nationwide, and ensure the prompt settlement of dues to service providers and/or fund transfers to financial institutions for digital payments, if applicable.
- B. The AS shall provide technical assistance and augmentation support for the security and maintenance personnel, supplies, including in the procurement

of equipment as well as the corresponding repairs and maintenance needed to implement the AKAP.

- C. Legal Service (LS), in coordination with the Administrative Service (particularly with the security), shall assist in handling erring DSWD personnel as well as clients who would attempt to present fraudulent documents to avail assistance from the AKAP. The LS shall refer the matter to the appropriate law enforcement agency or file the necessary complaint as representative/ plaintiff for the Department to the proper authorities/forum, for investigation, prosecution or final resolution.
- D. The ICTMS shall provide technical assistance for the development, enhancement and implementation of the information system used for the program implementation, for monitoring purposes and ensuring that clients are prevented from availing assistance beyond the allowable frequency.

In cases/areas with poor/intermittent/no connection, the ICTMS shall provide technical assistance in the development of the necessary feature to perform offline crossmatching and to sync the data captured once internet connection is stable.

The ICTMS shall provide technical assistance to ensure that the necessary Information and Communication Technology requirement for the implementation of the program nationwide is aligned with the requirements of the DICT for endorsement in the Information Systems Strategic Plan of the Department.

The ICTMS shall provide comprehensive technical assistance to ensure that the development of the information system adheres to the standards of software development and that the privacy and security by design is integrated throughout the system's development cycle.

- E. Agency Operations Service (AOS) shall initial response to the simple inquiries of the clients regarding the qualification and implementation of the AKAP received through the various platforms managed by the AOS (official DSWD hotline, email, 8888 hotlines, CSC Contact Center ng Bayan, IGRMS Public Portal and Walk-in clients of the PACD).
- F. Digital Media Service shall provide assistance to ensure that public awareness about the AKAP.

XI. GRIEVANCE MECHANISM

CIU/CIS and SWAD Satellite Offices shall implement two mechanisms in handling grievances and complaints. These are responded and processed via two modalities: (1) Written Communication and Email which is handled by the Grievance Focal Person (GFP), and (2) Personal or Onsite Complaints thru the

Public Assistance Complaint Desk (PACD). A separate guideline shall be issued to this effect.

XII. REPORTING, MONITORING AND EVALUATION

The Program Management Bureau- Crisis Intervention Division (PMB-CID) shall be the primary office responsible to monitor and provide technical assistance to the FOs in the implementation of the AKAP in collaboration with the Office of the Undersecretary for Operations and the Assistant Secretary for Statutory Programs.

The PMB shall maintain a consolidated physical and financial report on the overall implementation of AKAP and shall provide reports as requested. Thus, the FOs shall submit regular reports as required or requested by the CO and/or the Management indicating the physical and financial data/information to be submitted online or whichever is applicable.

A narrative analysis on the status of the implementation of the program shall be submitted by the FOs to the PMB-CID with copies provided to the Office of the Undersecretary for Operations and Assistant Secretary for Statutory Programs.

For this purpose, the FOs shall ensure that all CIU/CIS/SWAD offices shall have at least one (1) reporting focal person who shall submit to the CIS Reporting Focal Person for onward submission to the PMB-CID.

XIII. EFFECTIVITY

This Memorandum Circular shall take effect immediately upon its publication in the Official Gazette or in a newspaper of general circulation. Let a copy of this MC be filed with the Office of the National Administrative Register, UP Law Center.


REX GATCHALIAN
Secretary

Date: 20 FEB 2024

Certified True Copy


WILLIAM V. GARCIA, JR.
OIC Division Chief
Records and Archives Mgt. Division

12 MAR 2024

Annex A

List of Government Valid ID such as but not limited to:

1. Philsys/ePhilID
2. COMELEC/Voters ID
3. Passport
4. Driver's License
5. SSS ID/ UMID
6. GSIS ID/UMID
7. Pag-ibig ID
8. Philhealth ID
9. OWWA OFW e-Card
10. Senior Citizen ID
11. Integrated Bar of the Philippines ID
12. Postal ID
13. Solo Parent ID
14. PWD ID
15. NBI Clearance
16. Police clearance
17. Barangay ID/ City ID/ Municipal ID/
18. PRC ID
19. TIN ID
20. AFPSLAI ID
21. Enlisted Personnel ID
22. Seaman's Book