

**ADMINISTRATIVE ORDER NO. JD 2025-002.**

*January 2, 2025.*

**TO : THE CITY SOCIAL WELFARE AND DEVELOPMENT OFFICER,  
THE CITY TREASURER, CITY ACCOUNTANT, CITY BUDGET  
OFFICER AND ALL OTHERS CONCERNED.**

**SUBJECT : GUIDELINES TO STRENGTHEN AND ENHANCE THE  
IMPLEMENTATION OF THE ASSISTANCE TO INDIVIDUALS IN  
CRISIS SITUATIONS (AICS).**

**1.0 PURPOSE**

To provide for the guidelines governing the effective and efficient delivery of services to the poor, vulnerable and marginalized individuals and families experiencing crisis or difficulty in life, and on the utilization of funds to support the implementation of the Assistance to Individuals in Crisis Situations (AICS) in accordance with Memorandum Circular No. 11 s. 2019 of the Department of Social Welfare and Development, amending Memorandum Circular No. 02 s. 2014.

**2.0 GENERAL POLICIES**

- 2.1 The provision of the financial and material assistance to individuals and families in crisis situation shall be based on the assessment and recommendation of the social workers of the Office of the City Social Welfare and Development and duly approved by its authorized officials.
- 2.2 The eligibility of the individuals and families to receive the needed services shall be determined through interviews, home visits and/or submission of necessary documents as indicated in the rules and regulations of this Administrative Order.
- 2.3 Partnership with stakeholders such as hospitals, drugstores/pharmacies, transport companies, funeral parlors and other service providers shall be established by the Office of the City Social Welfare and Development to ensure that referred clients are able to receive the needed services immediately.
- 2.4 Assistance to Individuals in Crisis Situation (AICS) must be directly implemented by the Office of the City Social Welfare and Development and in no case shall its implementation be delegated and/or transferred to any accredited non-government organization.





### 3.0 RULES AND REGULATIONS

The grant of financial assistance to individuals and families in crisis situation or those under difficult circumstances for FY-2025 may be authorized due to the following reasons:-

3.1 Transportation Assistance- is the assistance for the purchase or payment of transport (air/sea/land) tickets and/or expenses to enable individuals and families to return to his/her/their home provinces permanently or to seek further medical interventions in another place, or to attend to emergency concerns such as death, care or other emergency or critical situations of family members, relatives, or other individuals in need. This also includes those that require immediate presence such as attendance to court hearing, rescue of abused relative, etc..

3.1.1 A valid identification card of the individual applying for the financial assistance, police certification, case study report that the individual is in crisis situation as issued by the social worker of the CSWDO, medical certificate, death certificate and/or court order/subpoena and certificate of indigency, shall be presented to the duly authorized personnel of the Office of the City Mayor for review and approval. .

3.2 Medical Assistance – is the assistance to help defray hospitalization expenses, cost of medicines, other medical treatment or procedures such as implants, laboratory procedures including but not limited to computerized tomography (CT) scan, electrocardiogram (ECG), echocardiogram (2D Echo) magnetic resonance imaging (MRI) and provision of assistive device. The following are the services offered, to wit: .

3.2.1 For Financial Assistance requirements, (1) a valid identification card of the individual applying, (2) case study report that the individual is in crisis situation as issued by the social worker of CSWDO, (3) medical certificate or medical abstract, (4) hospital bill/statement of account, (5) prescription with the license number of the attending physician and (6) certificate of indigency, shall be presented to the duly authorized personnel of the Office of the City Mayor for review and approval. .

3.2.2 For Medicines requirements, (1) medical prescription with the license number of the attending physician, (2) certificate of indigency and (3) intake form by the social worker of CSWDO, shall be presented to the duly-authorized personnel of the Office of the City Mayor for review and approval. .





- 3.2.3 For Hospitalization requirements, (1) a valid identification card of the individual applying, (2) Certificate of Indigency, (3) hospital bill/statement of account, and (4) medical abstract or medical certificate, shall be presented to the duly-authorized personnel of the Office of the City Mayor for review and approval.
- 3.3 Burial Assistance – is the assistance to defray funeral and related expenses, including but not limited to expenses in bringing the remains to the residence of the deceased and/or burial site.
- 3.3.1 A valid identification card of the individual applying for the financial assistance, case study report that the individual is in crisis situation as issued by the social worker of CSWDO, a copy of the death certificate from the Office of the City Civil Registrar, funeral contract and certificate of indigency, shall be presented to the duly authorized personnel of the Office of the Mayor for review and approval.
- 3.4 Calamity/Disaster Assistance – is the assistance granted to individuals and families who are affected by typhoons, fire, earthquake and other man-made calamity/disaster.
- 3.4.1 A copy of the Calamity/Disaster Report duly certified by the City Social Welfare and Development Officer, Fire Marshal and/or Barangay incident report or certification, certificate of indigency, shall be presented to the duly authorized personnel of the Office of the City Mayor for review and approval.

#### **4.0 FUNDING SOURCE**

The funds to implement the herein financial assistance shall be taken from the appropriation of Account Donations (Assistance in Crisis Situation) – (5-02-99-080-15) under the Office of the City Mayor – OP: Misc. Other Purposes: Aids to NGE. Not Elsewhere Classified – 100-9997.

#### **5.0 RESPONSIBILITIES OF THE DEPARTMENT HEADS**

Department Heads concerned shall be held responsible for the proper implementation of this Administrative Order. They shall be held liable for the grant of the financial assistance to individuals and families not in accordance with the provisions of this Administrative Order without prejudice to the refund of any undue payments by the officials/employees concerned.

#### **6.0 SAVING CLAUSE**

Cases not covered by the provisions of this Order shall be referred to the City Mayor.





Republica de Filipinas  
Ciudad de Zamboanga

**OFICINA DEL ALCALDE**

**7.0 REPEALING CLAUSE**

Existing Executive or Administrative Orders, Circulars, Memoranda, Directives, Guidance and Issuances that are inconsistent with the provisions of this Order are hereby repealed, amended or modified accordingly.

**8.0 SEPARABILITY CLAUSE**

In the event that any clause, sentence, paragraph, or part of this Order shall be declared invalid or void, the other remaining provisions shall not be affected thereby.

**9.0 DISSEMINATION**


Let copies of this Administrative Order be disseminated to all concerned for their information, guidance and appropriate action.

**10.0 EFFECTIVITY**

This Administrative Order shall take effect **January 2, 2025**.

**SO ORDERED.**

Issued this 2<sup>nd</sup> day of January, 2025.

  
**JOHN M. DALIPE**  
City Mayor

