

2. RELOCATION AND RESETTLEMENT ASSISTANCE

Office or Division:	Urban Poor Affairs Office			
Classification:	Highly Technical			
Type of Transaction:	Government to citizens			
Who may avail:	Informal Settler Families (ISFs) affected by court order eviction, living in danger areas and public lands to be used for government projects			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
NHA Form	UPAO			
Affidavit of Income				
Marriage Certificate/ Affidavit of Cohabitation/ Affidavit of Solo Parent	-City Civil Registry or Philippine Statistics Authority (PSA) -UPAO			
Birth Certificate of all members of the family	-City Civil Registry or Philippine Statistics Authority (PSA)			
Community Tax Certificate (Cedula) of both spouses	City Treasury			
Valid IDs (government issued or employee ID)	Any Government Agency/Local Government Unit			
2x2 picture of both spouses	To be provided by the applicant			
Family picture (all members of the family are in the picture, photoshopped picture will not be accepted)	To be provided by the applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend the consultation dialogue	1.1 Coordinate with the barangay, NHA and PCUP for the schedule of the consultation dialogue.	None	1 day	UPAO Staff
	1.2 Conduct of consultation dialogue.		1 hour	
2. Site Tripping and Viewing	2.1 Advise the applicant on the schedule	None	5 minutes	UPAO Staff
	2.2 Arrange for the provision of transportation for the site tripping		1-2 days	

	2.3 Provide applicants with a tour of the housing facilities.		1 hour	
3. Personal appearance and presentation of valid ID to UPAO staff for validation	3.1 Validation of the ISF applicants' inclusion in the masterlist of relocation beneficiaries. 3.2 Issue relocation application form 3.3 Orient the applicant on how to accomplish the form as well as the requirements	None	2 minutes 2 minutes 5 minutes	UPAO Staff
4. Filling out of form and Submit form and requirements.	4.1 Evaluation of requirements-check authenticity and completeness 4.2 Advise applicant regarding schedule of the final briefing and the actual relocation.	None	5 minutes 2 minutes	UPAO Staff
5. Attendance to the final briefing	5.1 Coordinate the final briefing and relocation schedule with partner agencies and confirm with the applicants. 5.2 Conduct of the final briefing.	None	1day 1 hour	UPAO Staff
6. Prepare for actual relocation.	6.1 Ensure provision of vehicle for the transfer of beneficiaries and	None	1 hour	UPAO Staff

	their personal belongings. 6.2 Coordinate with NHA staff for the immediate provision of utilities (water and electricity)		1 day	
END OF TRANSACTION				