



**G-Watch**  
Citizen Action for Accountability

## **COVID-19 Citizen Entitlement Map**

**What citizens are entitled to as the  
government implements  
its COVID19 response**

April 2020

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### From the Barangay

Standards			Monitoring Tool		
Entitlements	Legal basis*	Hotlines to call for issues/ concerns	Delivered?		Details, comments, etc.
			Y	N	
<i>General</i>					
<p><u>(From DSWD, distributed by the barangay)</u></p> <p>- Receive the Social Amelioration Card (SAC) Forms to receive social amelioration package</p> <p><i>(For low income households, excluding 4Ps beneficiaries)</i></p> <p>Receive a cash or non-cash subsidy amounting to a minimum of PhP 5,000 to a maximum of PhP 8,000</p>	<p>Republic Act No. 11469 - Bayanihan to Heal as One Act Sec. (4)(c). Provide an emergency subsidy to around 18 million low income households [...] that the subsidy shall be computed based on the prevailing regional minimum wage rates: Provided, finally, that the subsidy received from the current conditional cash transfer program and rice subsidy shall be taken into consideration in the computation of the emergency subsidy as provided for in this Act.</p> <p>JMC No. 1, S. 2020 - Special Guidelines on the Provision of Social Amelioration Measures by the [DSWD], [DOLE], [DTI],[DA], [DOF], [DBM], and [DILG] to the most affected residents of the areas under enhanced community quarantine.</p>	<p>DILG Emergency Operation Center for COVID-19</p> <p>(02) 8876-3454 local 8806 to 8810</p> <p>0961-384-9272 0927-422-6300 0915-005-4535 0961-772-1668</p> <p>DSWD hotline  (02) 8951-2803</p>			
<p>Receive relief goods</p>	<p><u>DILG MC No. 2020-062</u> 5.2.3 - Utilization of Quick Response Funds - "LGUs are to utilize their QRFs to purchase food packs for identified indigent families. [...]"</p>	<p>DILG Emergency Operation Center for COVID-19</p> <p>DSWD hotline</p>			
<i>Health</i>					
<p><u>(For a suspected coronavirus patient)</u></p> <p>Be safely transferred to the DOH-designated referral center or quarantine facility</p>	<p><u>DILG MC No. 2020-023</u> 5.2.1.1.6. Extend appropriate assistance and support to those in home confinement, depending on the latter's capability and actual needs</p> <p>5.2.1.1.7. In coordination with the city or municipal health and police authorities, assist in the safe transfer of a PUI to a DOH-designated referral center or quarantine facility</p>	<p>DILG Emergency Operation Center for COVID-19</p> <p>DSWD hotline</p>			

Standards			Monitoring Tool		
Entitlements	Legal basis*	Hotlines to call for issues/ concerns	Delivered?		Details, comments, etc.
			Y	N	
<i>Mobility</i>					
Receive free gate [/household quarantine] pass	<p><u>DILG MC No. 2020-062</u>            5.2. Specific Guidelines for LGUs in Enhanced Community Quarantine (Luzon LGUs)            5.2.4. Strict Home Quarantine. LGUs shall implement strict home quarantine. This shall be enforced by LGUs in all households within their jurisdiction. Movement shall be regulated through the issuance of gate passes to designated individuals per household. Further, such movement shall be limited to accessing basic necessities, and provision for food and essential health services</p>	<p>DILG            Emergency Operation Center for COVID-19</p> <p>DSWD hotline</p>			
Have access to market at least once a week	City ordinance (if any)	<p>DILG            Emergency Operation Center for COVID-19</p> <p>DSWD hotline</p>			
Receive vehicle pass for emergencies (eg. go the bank, go to the hospital, etc.) (?)	City ordinance (if any)	<p>DILG            Emergency Operation Center for COVID-19</p> <p>DSWD hotline</p>			

**From the Municipality/ City/ Provincial Government**

Standards			Monitoring Tool		
Entitlements	Legal basis	Hotlines to call for issues/concerns	Delivered?		Details, comments, etc.
			Y	N	
<i>General</i>					
Be informed/have to access to information about cases of COVID 19	<p><u>DOH Administrative Order No. 2020-0012</u>            VI.A.2. Detection of PUM, PUI, and confirmed COVID-19 Cases [...] c. Local Health Office            All Local Health Offices shall ensure proper coordination with the public and private facilities including [CSOs], professional societies, and academic institutions in the community on raising community awareness on COVID-19. The[y] shall: (i) to heighten awareness among facilities and areas under their jurisdiction and the community in the identification and appropriate referral of residents, employees, students, and other individuals who may be classified as PUM and PUI; (ii) to activate and supervise the Barangay Health Emergency Response Teams (BHERTS) in monitoring of PUMs on home quarantine [...]</p> <p>PDRRM Act of 2010 IRR:            Rule 6, Section 4.11 - "Disseminate information and raise public awareness about those hazards, vulnerabilities and risks, their nature, effects, early warning signs and counter-measures."</p> <p>Section 9. Access to Database - the database shall be accessible and available to everyone subject to reasonable restrictions arising from legal and security requirements, if any. [...]"</p>	DILG Emergency Operation Center for COVID-19			
Receive relief goods and services for social amelioration  - For indigent families, and daily wage earners (as per DILG MC No. 2020-062)  - Take a photo of goods	<p><u>PDRRM Act of 2010 Sec. 4.17</u> - Respond to and manage the adverse effects of emergencies and carry out recovery activities in the affected area, ensuring that there is an efficient mechanism for immediate delivery of food, shelter, and medical supplies for women and children [...]"</p> <p><u>DILG MC No. 2020-062</u>            5.2.3 - Utilization of Quick Response Funds - "LGUs are to utilize their QRFs</p>	DILG Emergency Operation Center for COVID-19  DSWD hotline			

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and services received	<p>to purchase food packs for identified indigent families. [...] Mayors are directed to coordinate with the DSWD for any augmentation to fully provide for the needs of the city/municipality. Governors are also directed to assist the LGUs within their areas of jurisdiction in fulfilling this task”</p> <p><u>Bayanihan to Heal as One Act of 2020. Sec. (4)(6)(b)</u> Undertake the procurement of the following as the need arises [...] goods and services for social amelioration measures in favour of affected communities</p> <p><u>JMC No. 1, S. 2020 - Special Guidelines on the Provison of Social Amelioration Measures by the [DSWD], [DOLE], [DTI],[DA], [DOF], [DBM], and [DILG] to the most affected residents of the areas under enhanced community quarantine.</u> 10.3.1. The DSWD shall a) take lead in food and non-food items (FNI) packing, warehousing and delivery to LGUs; b) deliver food packs until the lifting of the Community Quarantine; c) Upon identification of the Barangay where it shall proceed to deliver FNI, the DSWD shall coordinate with the DILG and inform the AFP and PNP as well as the LGU concerned; [...]</p>				
<i>(For Muslim communities)</i>  Receive halal compliant support	<u>DILG MC No. 2020-061</u> - Ensuring that the food relief operations to be distributed to muslim communities are halal compliant during the period of enhanced community quarantine.	DILG Emergency Operation Center for COVID-19			
<i>Business and Economy</i>					
Assured against overpricing/profitteering and hoarding	<p><u>PDRRM Act of 2010</u> Sec. 17.a. Imposition of price ceiling on basic necessities and prime commodities by the President upon the recommendation of the implementing agency [...]</p> <p>Sec. 17.b. Monitoring, prevention, and control by the Local Price Coordination Council of overpricing/profitteering and hoarding of prime commodities, medicines, and petroleum products.</p>	DTI Hotlines:  One-DTI (1-384) Hotline or email: <u>ConsumerCare@dti.gov.ph.</u>  DTI Command			

Standards			Monitoring Tool		
Entitlements	Legal basis	Hotlines to call for issues/concerns	Delivered?		Details, comments, etc.
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	<u>DTI MC No. 20-07</u> Anti-hoarding and Anti-Panic Buying  <u>Bayanihan to Heal as one Act of 2020.</u> Sec. (4)(i).	Center: 09560916570  DTI Officer of the Day COVID Rapid Response Team: 09266126728			
<i>Health (including financial support)</i>					
Receive essential health service package (EHSP)*  *4 sub-clusters of Essential Service Package (ESP) 1. Medical and Public Health ESP 2. Nutrition ESP 3. Water, Sanitation, and Hygiene ESP 4. Mental Health and Psychosocial Support ESP	<u>DOH Administrative Order No. 2019-0046</u> : National Policy on Disaster Risk Reduction and Management in Health (DRRM-H)  <u>DOH Administrative Order No. 2017-0007</u> : Guidelines in the Provision of Essential Health Service Packages in Emergencies and Disasters	DILG-DOH Joint Hotline:  894-COVID 894-26843			
Assured of the City's cleanliness and sanitation	<u>DILG MC No. 2020-062</u> 5.1.7. Continuous implementation of Environmental Laws governing cleanliness. They are to ensure that garbage/wast is properly disposed, <i>esteros</i> and canals are regularly cleaned, and enforcement of ordinances regarding health, sanitation, and cleanliness remain unabated.	DILG Emergency Operation Center for COVID-19			
<i>(For families of patients who died from COVID-19)</i>  Assured funeral support.  Assured of price cap/price freeze on funeral services*  *LGUs may release issuances or ordinances related to this.	<u>IATF Reso. No. 15</u> - Resolutions relative to the management of the Coronavirus Disease 19 (COVID-19) Situation  "E. The IATF recommends the actions proposed on the handling and disposal of the remains of the COVID-19 confirmed cases and PUIs. The proposed actions are as follows: [...] b. LGUs shall designate funeral service facilities to handle the remains of COVID-19 cases and to provide possible financial assistance to cover the logistics, fuel, salary and other expenses that will be incurred in the process.	DILG Emergency Operation Center for COVID-19			

Standards			Monitoring Tool		
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			Y	N	
<p><i>(For deceased Muslim COVID-19 patients)</i></p> <p>Assured that Muslim funeral rites will be respected</p>	<p>Source: Merez,A. (March 26, 2020). Philippines releases funeral guidelines for COVID-19 fatalities. <i>ABS-CBN News</i>.</p> <p>“If the deceased is a Muslim, Interior Secretary Eduardo Año said the body of the deceased Muslim should be placed in an air-tight sealed bag and buried in the nearest Muslim cemetery within 12 hours with Muslim rites.”</p>	DILG Emergency Operation Center for COVID-19			
<p><i>(For medical staff and other frontliners)</i></p> <p>Receive provision of PPEs, medical and surgical equipment and supplies (medicine, cleaning materials, etc.) testing kits, other supplies needed</p>	<p><u>DILG MC No. 2020-62</u> 5.1.8. Provision to all medical staff of PPEs. This shall include ambulance crew, BHERT members, and other local healthcare workers, including PNP and BFP personnel.</p> <p><u>Bayanihan to Heal as One Act of 2020.</u> Sec. (4)(k)(1) - Undertake the procurement of the following as the need arises [...]</p>	DILG-DOH Joint Hotline			
<i>Labor benefits (including financial support)</i>					
<p><i>(For LGU employees)*except frontliners as mentioned in CSC Announcement No. 13, Series of 2020</i></p> <p>Be provided work from home arrangements</p>	<p><u>DILG MC No. 2020-062</u> 5.2.2. LGUs are to provide for work from home arrangements fro their employees as directed under the Memorandum od the Executive Secretary on the ECQ of Luzon. CSC Announcement No. 13, Series of 2020, however exempts frontline services on health, emergency, waste collection, border control, and other critical services, as much as practicable. The exempted frontline services shall only have a skeletal workforce to operate it. However, if there is justifiable need, the LGU may call upon its employees to augment its workforce for the delivery of essential basic services. Further, LGUs may call upon the PNP and BFP to request for any possible manpower augmentation.</p>	DILG Emergency Operation Center for COVID-19			
<p><i>(For employees in LGU and Local Water Districts)</i></p> <p>Receive hazard pay</p>	<p><u>Office of the President Administrative Order No. 26</u> - Authorizing the Grant of Hazard Pay to Government Personnel who Physically Report For Work During the Period of Implementation of an Enhanced Community Quarantine Relative to the COVID-19 Outbreak - Sec. 5 &amp; 6</p>	DILG Emergency Operation Center for COVID-19			



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<i>Mobility</i>					
Receive transportation provision for those seeking to avail basic services, as well as for stranded persons and displaced workers.	<p><u>DILG MC No. 2020-062</u> 5.2.7.1. Provision of transportation. Transportation should also be provided by LGUs for those seeking to avail of these basic services such as those needing to go to hospitals or clinics, and those who have limited access to establishments providing basic necessities. [...]</p> <p>5.2.7.2. Transportation for Stranded Persons and Displaced workers. LGUs are also to provide transportation to persons stranded in ports, airports, and other terminals w/in their areas of jurisdiction, and should also ferry persons stranded in its borders w/ the objective of getting said persons to their places of residence, the LGU may coordinate with other LGUs for the transport of said persons. This shall also apply to workers in or passing through the LGU who have, by reason of the quarantine, been displaced or dismissed from work because of cessation of work operations</p>	DILG Emergency Operation Center for COVID-19			
<p><i>(For skeletal work forces of exempted establishments)</i></p> <p>Receive transportation arrangements</p>	<p><u>DILG MC No. 2020-062</u> 5.2.7. LGUs are to provide for transportation arrangements to skeletal work forces of exempted establishments, especially health and emergency front line service workers, border control personnel, and other critical services including those providing basic necessities.</p>	DILG Emergency Operation Center for COVID-19			
<p><i>(For frontliners and personnel of business establishments allowed to operate during the [ECQ] of Luzon)</i></p> <p>Given unrestricted movement (including transportation)</p>	<p><u>DILG MC No. 2020-062</u> 5.2.8. Unrestricted Movement for Frontline workers. LGUs, in close coordination w/ PNP and AFP are directed to allow and authorize unrestricted movement of the following personnel from their residences to their place of work, the LGUs are also to provide priority in any transportation arrangements[...]</p> <p><u>DTI MC. No. 20-08, Series of 2020</u> - Ensuring unhampered movement of cargo and transit of personnel of business establishments allowed to operate during the [ECQ] of Luzon</p>	DILG Emergency Operation Center for COVID-19			
<i>(For cargoes)</i>	<p><u>DILG MC. No. 2020-062</u> <u>5.2.9</u></p>	DILG Emergency Operation			

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Given unrestricted movement with no additional and unreasonable exactions/fees	<u>DTI MC. No. 20-08, Series of 2020</u> - Ensuring unhampered movement of cargo and transit of personnel of business establishments allowed to operate during the [ECQ] of Luzon  <u>National Police Commission Memorandum (March 21, 2020)</u> - Strict Implementation on the Unimpeded/Unhampered Flow of Cargoes	Center for COVID-19			

**From the Regional/ National Government**

Standards			Monitoring Tool		
Entitlements	Legal basis	Hotlines to call for issues/concerns	Delivered?		Details, comments, etc.
			Y	N	
<i>General</i>					
Receive from DSWD livelihood assistance grants, and supplemental feeding program for daycare children, as well as support from Assistance to Individuals in Crisis Situations (AICS) program	<u>Bayanihan to Heal as One Act Sec. (4)(v)(8)</u>	DSWD Hotline			
<i>(For 4Ps beneficiaries)</i> Receive Php 3,650 to Php 6,650 per month for two months	<u>Bayanihan to Heal as One Act Sec. (4)(cc)</u> . Implement an expanded and enhanced Pantawid Pamilya(ng) Pilipino Program, responsive to the need posed by the crisis, and provision of an assistance program, whether in cash or non-cash, whichever is more practicable, where the Secretary of (DSWD) or the Secretary of (DOLE), when relevant, shall transfer cash, cash voucher, or goods through the LGUs or directly to households who have no incomes or savings to draw from [...]	DSWD Hotline			
Receive assistance from DepEd's School-based feeding program	<u>Bayanihan to Heal as One Act Sec. (4)(v)(7)</u>	DepEd Action Center:  (+63 2) 8636 1663   8633 1942   8635-9817   8638-7530   8638-7531   8638-7529   (+63 919) 456 0027   (+63 995) 921 8461			
<i>Business and Economy</i>					
Assured against overpricing/profitteering and hoarding	<u>Bayanihan to Heal as one Act of 2020. Sec. (4)(i).</u>  <u>PDRRM Act of 2010</u>	DTI Hotlines			

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	<p>Sec. 17.a. Imposition of price ceiling on basic necessities and prime commodities by the President upon the recommendation of the implementing agency [...]</p> <p>Sec. 17.b. Monitoring, prevention, and control by the Local Price Coordination Council of overpricing/profitteering and hoarding of prime commodities, medicines, and petroleum products.</p> <p><u>DTI MC No. 20-07</u> Anti-hoarding and Anti-Panic Buying</p> <p><u>Office of the President Memorandum Circular No. 77</u> - Directing all government agencies, offices and instrumentalities, as well as LGUs, to implement and ensure compliance with the issuances of the DOH and DA on the prices of essential emergency medicines and supplies, and selected agriculture and fishery commodities</p>				
Assured of the availability of essential goods	<u>Bayanihan to Heal as One Act</u> “Sec. (4)(p) Ensure the availability of essential goods, in particular food and medicine, by adopting measures as may reasonably be necessary to facilitate and/or minimize disruption to the supply chain, especially for basic commodities and services to the maximum extent possible”	DTI Hotlines			
Given grace period for payment of all loans, including but not limited to salary, personal, housing, and motor vehicle loans, as well as credit card payments, falling due within the period of the enhanced Community Quarantine without recurring interests, penalties, fees, or other charges.	<u>Bayanihan to Heal as One Act</u> “Sec. 4(aa). Direct all banks, quasi-banks, financing companies, and other financial institutions, public and private, including [GSIS], [SSS], and [Pag-ibig], to implement a minimum of 30-day grace period for the payment [...] Persons with multiple loans shall likewise be given the minimum 30 day grace period for every loan”	SSS Hotline: 7917-7777  Pag-Ibig Hotline: 8724-4244			

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			Y	N
Given a minimum of 30-day grace period on residential rents falling due within the period of the enhanced community quarantine, without incurring interests, penalties, fees, and other charges	<u>Bayanihan to Heal as One Act</u> Sec. 4(bb)	COVID-19 Hotline: 1555		
Given moratorium on Loan Payments of Small Business Corporation Borrowers (upon request to SB Corp.)	<u>JMC No. 1, S. 2020 - Special Guidelines on the Provision of Social Amelioration Measures by the [DSWD], [DOLE], [DTI],[DA], [DOF], [DBM], and [DILG] to the most affected residents of the areas under enhanced community quarantine. Section 7.7.1</u>	DTI Small Business (SB) Corporation Hotline: 8651-3333, email: <a href="mailto:p3@sbgfc.org.ph">p3@sbgfc.org.ph</a>		
Receive support from DTI's Livelihood Seeding Program and Negosyo Serbisyo sa Barangay	<u>Bayanihan to Heal as One Act Sec. (4)(v)(5)</u>	DTI Hotlines		
<i>(For productive sectors of the economy)</i>  Assured of the availability of credit	<u>Bayanihan to Heal as One Act "Sec. (4)(n) Ensure the availability of credit to the productive sectors of the economy especially in the countryside through measures, such as, but not limited to, lowering the effective lending rates of interest and reserve requirements of lending institutions"</u>	DTI Small Business (SB) Corporation Hotline  DTI Hotlines		
<i>(For manufacturers/importers of critical equipment or supplies)</i>	<u>Bayanihan to Heal as One Act "Sec. (4)(o) Liberalize the grant of incentives for the manufacture or importation of critical or needed equipment or supplies for the carrying-out of the policy declared herein, including healthcare equipment and supplies: Provided, That importation of these equipment and supplies shall be exempt from import duties, taxes, and other fees"</u>	DTI Hotlines		
<i>(For hotels or similar establishments)</i>  Be allowed to operate	<u>IATF Resolution Nos. 13 &amp; 14</u>	COVID-19 Hotline: 1555		

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<b>only for:</b> - guests who have existing booking accommodation for foreigners as of Mar. 17, 2020 - guests who have existing long-term leases - accommodating employees from exempted establishments - accommodation of distressed OFWs subject to guidelines issued by OWWA																								
<i>Agriculture and Fisheries</i>																								
<i>(For Rice Farmers)</i>  Receive support from DA's Rice Farmers Financial Assistance Program	<u>Bayanihan to Heal as One Act Sec. (4)(v)(6)</u>	DA Operations Center:  <table border="1"> <thead> <tr> <th>CONTACT NUMBER</th> <th>CONTACT PERSON</th> </tr> </thead> <tbody> <tr> <td>0921-748-8537</td> <td>Director Roy Abaya</td> </tr> <tr> <td>0949-752-3638</td> <td>Lorna Calda</td> </tr> <tr> <td>0943-297-8560</td> <td>Perla Gines</td> </tr> <tr> <td>0905-306-0973</td> <td>Jemflor Santiago</td> </tr> <tr> <td>0906-827-1394</td> <td>Aubrey Caoile</td> </tr> <tr> <td>0997-990-5096</td> <td>Wendy Arceo</td> </tr> <tr> <td>0935-334-2161</td> <td>Aubrey Nequinto</td> </tr> <tr> <td>0995-504-7200</td> <td>Jet Mortel</td> </tr> <tr> <td>0947-739-3698</td> <td>Arron Herbon</td> </tr> </tbody> </table>	CONTACT NUMBER	CONTACT PERSON	0921-748-8537	Director Roy Abaya	0949-752-3638	Lorna Calda	0943-297-8560	Perla Gines	0905-306-0973	Jemflor Santiago	0906-827-1394	Aubrey Caoile	0997-990-5096	Wendy Arceo	0935-334-2161	Aubrey Nequinto	0995-504-7200	Jet Mortel	0947-739-3698	Arron Herbon		
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0995-504-7200	Jet Mortel																							
0947-739-3698	Arron Herbon																							
<i>(For eligible marginalized, small farmers and fishers)</i> Receive interest-free loan assistance in the amount of 25,000php per borrower	<u>JMC No. 1, S. 2020 - Special Guidelines on the Provison of Social Amelioration Measures by the [DSWD], [DOLE], [DTI],[DA], [DOF], [DBM], and [DILG] to the most affected residents of the areas under enhanced community quarantine. 7.10 Survival and Recovery (SURE) assistance for Marginalized, Small Farmers and Fishers</u>	Other contact numbers: <a href="http://www.da.gov.ph/da-covid-19-food-resiliency-task-force-directory/#covid19-dir/">http://www.da.gov.ph/da-covid-19-food-resiliency-task-force-directory/#covid19-dir/</a>																						
<i>(For Farmers and Fishers)</i>  Allowed to continue farming and fishing activities  Allowed operation of agricultural supply stores/outlets and veterinary clinics	<u>IATF Reso. No. 15 - Resolutions relative to the management of the Coronavirus Disease 19 (COVID-19) Situation</u>  "J. The IATF approves the following recommendations of the DA, subject to implementation of skeletal workforce and social distancing measures [...]"																							

Standards			Monitoring Tool	
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			Y	N
Raise specific queries and concerns relating to food availability, supply and related matters	<u>Department of Agriculture Memorandum</u> Implementation of Public Assistance Helpline for Public Queries and Concerns on Food Availability, Supply and Related Matters During the Period of Enhanced Community Quarantine in Luzon			
<i>Health (including financial support)</i>				
Be attended by Level 2 and Level 3 hospitals when seeking treatment/consultations on [COVID-19]	<u>DOH Department Circular No. 2020-0014</u> - Directive to attend to all suspected nCOV patients seeking consultations/treatment at the hospitals  “Since Level 2 and 3 hospitals are equipped with isolation rooms at Emergency rooms and in-patient rooms to accommodate suspected infectious cases and have the capability to manage the same, you are hereby directed to attend to all patients that are seeking treatment/consultations in your respective hospitals on nCOV suspected cases. [...]”	DILG-DOH Joint Hotline		
Claim Philhealth set of packages that address the spectrum of care of the PUI, confirmed COVID-19, and cases wherein COVID-19 was eventually ruled out (Isolation package, referral package, existing case rate package, and testing cost)  <i>*including public and private health workers in case of exposure to COVID-19 or any work-related injury or disease</i>	<u>Bayanihan to Heal as One Act</u> Sec. (4)(b). [...] Provided, that the cost of treatment for COVID-19 patients shall be covered under the National Health Insurance Program of (PhilHealth)  Sec. 4.e. Direct the (PhilHealth) to shoulder all medical expenses [...]	Philhealth Action Center:  8441-7442 SMS: 0917-8987442		
	<u>Philhealth Circular No. 2020-0004</u> : Enhancement of packages related to Coronavirus infection  <u>Philhealth Circular No. 2020-0007</u> : Guidelines on the Provisions of Special Privileges to those affected by a fortuitous event (revision 1)			
	<u>Philhealth Official Statement (Feb. 19, 2020)</u> - Coverage on Test for COVID-19			

Standards			Monitoring Tool	
Entitlements	Legal basis	Hotlines to call for issues/concerns	Delivered?	Details, comments, etc.
			Y	N
<i>during the duration of the emergency</i>				
<p>(For families of patients who died from COVID-19)</p> <p>Assured funeral support (Php 25,000 per deceased)</p>	<p><u>IATF Reso. No. 15</u> - Resolutions relative to the management of the Coronavirus Disease 19 (COVID-19) Situation</p> <p>“E. The IATF recommends the actions proposed on the handling and disposal of the remains of the COVID-19 confirmed cases and PUIs. The proposed actions are as follows: [...] d. DSWD shall allocate amounts or a funeral support fund allotted to indigent confirmed COVID-19 cases and PUIs regardless whether they are undergoing home quarantine, or admitted in a public or private facility. DSWD shall allot Php 25,000 per deceased for this purpose</p>	DSWD Hotline:		
Be allowed to use electronic prescription for drugs	<p><u>FDA Circular No. 2020-007</u> - Guidelines in the Implementation of the Use of Electronic Means of Prescription for Drugs for the Benefit of Individuals Vulnerable to COVID-19</p> <p><u>Dangerous Drugs Board Advisory (March 18, 2020)</u> - Use of electronic prescription for dangerous drugs during the duration of the state of calamity pursuant to Proclamation No. 929 of the Office of the President</p>	<p>FDA Hotline:</p> <p>covidresponse@fda.gov.ph 821-1176 821-1177 821-1162 821-1220</p>		
<p>(For Senior Citizens and PWDs)</p> <p>Allowed to have/purchase a 3 month supply of prescribed medicine, except for (a) antibiotics which must be dispensed according to its full treatment course and (b) controlled drugs requiring S2 license in w/c case the maximum</p>	<p><u>DOH AO No. 2010-0032-A &amp; DOH AO No. 2017-0008-A</u></p> <p>“In cases of emergency, community quarantine, or public health emergency, the one-month rule should be relaxed to a maximum of 3 months, except (a) antibiotics which must be dispensed according to its full treatment course and (b) controlled drugs requiring S2 license in w/c case the maximum duration of dispensing shall remain up to one month only”</p>	DILG-DOH Joint Hotline		




Standards			Monitoring Tool	
Entitlements	Legal basis	Hotlines to call for issues/concerns	Delivered?	Details, comments, etc.
			Y	N
duration of dispensing shall remain up to 1 month only				
<i>(For public health workers)</i>  Receive a hazard pay and “COVID-19 special risk allowance”	<u>Bayanihan to Heal as one Act of 2020. Sec. (4)(d).</u>  <u>Republic Act No. 7305 - Magna Carta of Public Health Workers</u>	DILG-DOH Joint Hotline		
<i>(For Human Resources for Health-i.e., medical and allied staff)</i>  Receive the appropriate compensation and allowances, as well ask an actual hazard duty pay	<u>Bayanihan to Heal as one Act of 2020.</u>  “Sec. (4)(m). Engage temporary [HRH] such as medical and allied medical staff to complement or supplement the current health workforce or to man the temporary medical facilities to be established in accordance with Section 4 k(4) of this Act [...]”	DILG-DOH Joint Hotline		
<i>(For public and private health workers)</i>  Receive compensation 100,000 php - for those who may contract severe COVID-19 infection while in the line of duty 1,000,000 php - for those who may die fighting the COVID-19 pandemic	<u>Bayanihan to Heal as one Act of 2020. Sec. (4)(f).</u>	<u>Philhealth Action Center</u>  DSWD Hotline		
<i>(For medical staff and other frontliners)</i>  Receive provision of PPEs, medical and surgical equipment and supplies (medicine, cleaning materials, etc.) testing kits, other supplies needed	<u>Bayanihan to Heal as One Act of 2020. Sec. (4)(k)(1).</u> - Undertake the procurement of the following as the need arises [...]	DILG-DOH Joint Hotline		
<i>Labor benefits (including financial support)</i>				
<i>(For employees in the</i>	<u>Bayanihan to Heal as One Act of 2020.</u>			

Standards			Monitoring Tool		
Entitlements	Legal basis	Hotlines to call for issues/concerns	Delivered?		Details, comments, etc.
			Y	N	
<i>Executive Branch)</i>  Be allowed to work from home	Sec. (4)(t). Continue to authorize alternative working arrangements for employees and workers in the Executive Branch, and whenever it becomes necessary, in other independent branches of government and constitutional bodies, and the private sector	CSC Hotlines:  Trunklines : 8931-8092 / 8931-7939 / 8931-7935  Text CSC: 0917-839-8272  Para sa taumbAYAN hotline : 8951-2575 / 8951-2576/ 8932-0111  DOLE Hotline: 1349			
<i>(For COS and JO engaged by Departments, Bureaus, Offices, and Agencies of the National Government, including Constitutional Offices, SUCs, GOCCs, and LWDs)</i> <i>*LGUs are encouraged to adopt the Joint Circular</i>  - Be considered for a work from home or skeletal workforce arrangement - Granted additional benefit (as may be authorized by the Office of the President) <i>if</i> part of the skeletal workforce - Be paid their corresponding salaries/wares regardless of whether or not they	<u>COA and DBM Joint Circular No. 1, S. 2020</u> Interim Guidelines Governing Contract of Service (COS) and Job Order (JO) Workers in Government for the Duration of the State of Calamity and Community Quarantine Due to the [COVID-19]	CSC Hotlines  DOLE Hotline			

Standards			Monitoring Tool	
Entitlements	Legal basis	Hotlines to call for issues/concerns	Delivered?	Details, comments, etc.
			Y	N
are not required for work due to work suspension				
<i>(For Government Personnel who Physically Report for Work during the period of an enhanced community quarantine relative to the COVID-19 outbreak)</i>  Receive Hazard Pay	<u>Office of the President Administrative Order No. 26</u> Authorizing the Grant of Hazard Pay to Government Personnel who Physically Report For Work During the Period of Implementation of an Enhanced Community Quarantine Relative to the COVID-19 Outbreak	CSC Hotlines  DOLE Hotline		
<i>(For Disadvantaged/ Displaced Workers)</i>  Receive temporary wage employment (disinfection/sanitation of their houses/dwellings and immediate vicinity of their houses)	<u>DOLE Department Order No. 210:</u> Guidelines for the Implementation of the Tulong Panghanapbuhay sa ating Disadvantaged/Displaced Workers (TUPAD) Program #Barangay Ko, Bahay ko (TUPAD #BKBK) Disinfecting/Sanitation Projects  <u>Bayanihan to Heal as one Act of 2020.</u> Sec. (4)(v)(4)	DOLE Hotline		
<i>(For affected workers - workers in private establishments whose employment face or suffer interruption due to COVID, as well as formal sector workers) *subject to application and approval</i>  Receive financial assistance of PhP 5,000 and employment facilitation	<u>DOLE Department Order No. 2019</u> Guidelines on the adjustment measures program for affected workers due to the Coronavirus Disease 2019  <u>Bayanihan to Heal as one Act of 2020.</u> Sec. (4)(v)(4)	DOLE Hotline		
<i>(For workers in the Audiovisual industry)</i>  Given a one time financial support	<u>Disaster/Emergency Assistance and Relief Program (DEAR Program)</u> of the Film Development Council of the Philippines (FDCP)	FDCP TEXT HOTLINE: +63 917 800 3227		

Standards			Monitoring Tool	
Entitlements	Legal basis	Hotlines to call for issues/concerns	Delivered?	Details, comments, etc.
			Y	N
amounting to PHP 8,000 upon acceptance of application to the program				
<b>Mobility</b>				
<p><i>(For foreign nationals and OFWs)</i>            Allowed to leave the country without any impediment</p> <p><i>(For OFWs)</i>            Given transportation services by OWWA</p>	<p><u>IATF Resolution No. 13 (as amended by Resolution No. 15)</u></p> <p>“Overseas Filipino Workers, permanent residents of foreign jurisdictions, and stranded foreign nationals leaving for abroad through any of the ports in Luzon shall be allowed to leave the Philippines without any impediment [...]”</p>	<p>DFA Hotline            (632) 8 834-4000            (632) 8 834-3000</p>		
<p><i>(For frontliners and personnel of business establishments allowed to operate during the [ECQ] of Luzon)</i></p> <p>Given unrestricted movement (including transportation)</p>	<p><u>DILG MC No. 2020-062</u>            5.2.8. Unrestricted Movement for Frontline workers. LGUs, in close coordination w/ PNP and AFP are directed to allow and authorize unrestricted movement of the following personnel from their residences to their place of work, the LGUs are also to provide priority in any transportation arrangements[...]</p> <p><u>DTI MC. No. 20-08, Series of 2020 -</u>            Ensuring unhampered movement of cargo and transit of personnel of business establishments allowed to operate during the [ECQ] of Luzon</p>	<p>DILG Emergency Operation Center for COVID-19</p>		
<p><i>(For cargoes)</i></p> <p>Given unrestricted movement with no additional and unreasonable exactions/fees</p>	<p><u>DILG MC. No. 2020-062</u>  <u>5.2.9</u></p> <p><u>DTI MC. No. 20-08, Series of 2020 -</u>            Ensuring unhampered movement of cargo and transit of personnel of business establishments allowed to operate during the [ECQ] of Luzon            National Police Commission Memorandum (March 21, 2020) - Strict Implementation on the Unimpeded/Unhampered Flow of Cargoes</p> <p><u>Philippine Ports Authority</u>  <u>Memorandum Circular No. 10-2020.</u></p>	<p>DILG Emergency Operation Center for COVID-19</p> <p>Smart            09617721668            09613849272</p> <p>Public Assistance and Complaint Center (PACC)            (02) 8925-90343</p>		

Standards			Monitoring Tool		
Entitlements	Legal basis	Hotlines to call for issues/concerns	Delivered?		Details, comments, etc.
			Y	N	
	<p>Guidelines in the Implementation of Community Quarantine in Luzon in all Ports under the Jurisdiction of the Philippine Ports Authority (PPA)</p> <p>“3. Trucks carrying cargoes coming from any point in Luzon shall be subject to the following protocols:</p> <p>A. Trucks carrying cargoes from one port to another port in Luzon which will not require traversing a body or bodies of water shall be allowed continuous access to and from said ports. Carrying of empty containers for withdrawal or repositioning shall also be ensured continuous entry to and from the ports and Inland Container Yards/Depots</p> <p>B. Trucks carrying cargoes which will require traversing a body or bodies of water, or from one island or another shall be required to unload the cargoes in the next port of call and transfer the same to another truck or vehicle; or, in the alternative, engage a different driver and a max. Of two helpers provided by the trucking company/shipper/consignees for the continued voyage of the trucks and cargoes to their final destination. [...]”</p>	 <p><b>DA Food Pass</b> Hotline Numbers</p> <p>0943-6445128 - 0917-8853717            0905-3757454 - 0933-6671707            0933-4289300 - 0932-4314265            0915-5178015 - 0926-1337106            0917-5962648 - 0923-2632521            0917-8434851 - 0928-2664025            0949-4789104 - 0932-2098087            0919-4383645 - 0995-0626390            0908-2269493 - 0921-8297998            0995-2372984 - 0916-6256926</p>			

## **Annex 1:**

### **Government support programs augmented (by the Bayanihan to Heal As One Act or other policies) and/or created in response to COVID-19**

#### **DSWD**

- Assistance to Individuals in Crisis Situations (AICS)
- Expanded and enhanced 4Ps

#### **DTI**

- Livelihood Seeding Program and Negosyo Serbisyo sa Barangay

#### **DOLE**

- Tulong Panghanapbuhay sa ating Disadvantaged/Displaced Workers (TUPAD) Program #Barangay Ko, Bahay ko (TUPAD #BKBK) Disinfecting/Sanitation
- COVID-19 Adjustment Measures Program (CAMP)

#### **Film Development Council of the Philippines (FDCP) *\*not mentioned in policies from IATF***

- Disaster/Emergency Assistance and Relief Program (DEAR Program)

#### **DepEd**

- School-based feeding program

#### **DA**

- Rice Farmers Financial Assistance Program
- Upscaling KADIWA ni Ani at Kita in support for food availability, accessibility and price stability
- Ahon Lahat, Pagkain, Spat (ALPAS) kontra COVID-19

## Annex 2: Sources

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Department of Health (DOH) Administrative Order No. 2017-0008-A - Implementing Guidelines of Republic Act 10754, otherwise known as 'An Act Expanding the Benefits and Privileges of Persons with Disability' for the Provision of Medical and Health-related

Discounts and Special Privileges: <http://www.covid19.gov.ph/wp-content/uploads/2020/03/DOH-AO-2017-0008-A.pdf>

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