



4. Public Assistance: Financial/Medical assistance)

Interview and assessment/assistance of walk-in clients seeking medical, financial, burial, educational and other related services from the Office of the Municipal Mayor. Provide the necessary data for clients that need information or referral of clients to the concerned agencies/office.

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|--|---|---|------------------------|--|
| Office or Division: | Office of the Municipal Mayor | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizens | | | |
| Who may avail: | All Indigent individual/family | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Certificate of Indigency of Claimant (original) | | Barangay Hall | | |
| 2. Certificate of Indigency of Patient (original) | | Barangay Hall | | |
| 3. Medical Abstract/Medical Certificate (original) | | Hospital | | |
| 4. Hospital Bill (1 original) | | Hospital | | |
| 5. Social Case Study Report (1 original) | | Office of the MSWD | | |
| 6. Identification card of Claimant (1 photocopy) | | BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig, School | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sign in the Client Log Book in the office lobby | Give the logbook to the client | None | 2 minutes | Dan Dean C. Dael Information Desk Clerk |
| 2. Submit the required documents to the responsible frontline service personnel for verification | 2.1.Evaluates and assesses submitted requirements | None | 5 minutes | Gellie B. Marquez General Clerk |
| | 2.2.Forward submitted documents to the Secretary to the Mayor | | | Jocelyn M. Valencia AdA 1/Sec to the Mayor |
| | 2.3.Reviews submitted documents | None | 2 minute | Jocelyn M. Valencia AdA 1/Sec to the Mayor |
| | 2.4 Forwards documents to the Municipal Mayor | None | 30 seconds | Jocelyn M. Valencia AdA 1/Sec to the Mayor |
| | 2.5.For interview of the client and approval of required document | None | 5 minutes | Hon. Ma. Caridad P. Clacio-Municipal Mayor |
| | 2.6.Encodes endorsement/referral and forward to the Municipal Mayor | None | 5 minutes | Jocelyn M. Valencia AdA 1/Sec to the Mayor |
| | 2.7.Sign endorsement/referral | None | 30 seconds | Hon. Ma. Caridad P. Clacio-Municipal Mayor |
| | | TOTAL | 20 minutes | |