



# CITIZEN'S CHARTER

## OFFICE OF THE MUNICIPAL MAYOR

### SPECIAL SERVICE DIVISION - COMMUNITY AFFAIRS UNIT

#### AVAILING OF FINANCIAL, MEDICAL AND BURIAL ASSISTANCE

<b>Office or Division:</b>	SSD - Community Affairs Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Client
<b>Who may Avail:</b>	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>PERSONAL REQUEST LETTER</b> 1 Original copy ng humihingi o naglalakad ng papel	SSD - Community Affairs Unit
<b>LATEST CEDULA (CTC)</b> 1 Xerox copy ng humihingi o naglalakad ng papel	SSD - Community Affairs Unit
<b>VALID IDENTIFICATION (ID) CARD</b> 1 Xerox copy ng humihingi o naglalakad ng papel	SSD - Community Affairs Unit
<b>BARANGAY CERTIFICATE OF INDIGENCY</b> 1 Original copy ng humihingi o naglalakad ng papel	SSD - Community Affairs Unit
<b>MEDICAL CERTIFICATE</b> 1 Original copy ng pasyente o may sakit	SSD - Community Affairs Unit
<b>HOSPITAL BILL O RESITA</b> 1 Original copy ng pasyente o may sakit	SSD - Community Affairs Unit
<b>GENERAL INTAKE SHEET</b> 1 Original Copy	MSWD Office

Client Steps	Agency Actions	Fees to be paid	Processing Time	Responsible Person
1. Register at the daily logbook in the office	1.1 Provide logbook in the daily clients pertain with their personal information. Assist if necessary.	None	2 minutes	Community Affairs Asst. II
2. Provide documentary requirement for financial/medical/burial assistance.	2.1 Assist client immediate need. 2.2 Check documentary requirement for initial signature. 2.3 Ensure the completeness of the documents	None	5 minutes	Community Affairs Asst. II
3. Interview for Social Case Study Report/ GIS at MSWD office	3.1 Received documentary requirement and Social Case Study Report/GIS of the client. 3.2 Explain to daily client the time duration of processing of the documents. 3.3 Submit documents to OMM for vouchers and other attach documents.	None	3 minutes	Community Affairs Asst. II
4. Claim	4.1 Notify client thru phone call and text message of the availability of check/cash. Assist if necessary.	None	3 minutes	Community Affairs Asst. II
<b>TOTAL</b>		None	13 minutes	