

CITIZEN'S CHARTER

Frontline Service: Assessment for Financial Assistance (Medical/Burial/Educational)

Office: City Social Welfare and Development Office
City Hall Compound

Schedule of Availability of Service:

Monday - Friday
8:00 a.m. - 5:00 p.m. without noon break

Who may Avail of the Service?

- Individuals and families needing medical, burial and educational assistance

What are the Requirements?

- For Medical Assistance
 - Personal Letter of Request for medical assistance
 - Medical Certificate/Latest Medical Abstract
 - Barangay Certificate of Indigency
 - Valid Identification Card
- For Burial Assistance
 - Personal Letter of Request for burial assistance
 - Death Certificate
 - Funeral Contract
 - Barangay Certificate of Indigency
 - Valid Identification Card
- For Educational Assistance
 - Personal Letter of Request for educational assistance
 - Copy of enrollment form or School Certification that Applicant is currently enrolled
 - Barangay Certificate of Indigency
 - Valid Identification Card
 - School ID of student

Fees/Charges: None

Duration (under normal circumstances): Within 5 days



NO TO FIXERS & REDTAPE!

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How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person in Charge	Fees/Charges	Forms
1	Provide information about the need and reason for asking assistance	Conduct initial interview: gather relevant information about the Applicant/Family Furnish Applicant with the list of requirements for submission	30 minutes	Social Worker/ Social Welfare Assistant	None	General Intake Sheet
2	Submit the requirements	Receive and review the requirements and assess the eligibility for assistance Advise Applicant/Family on the schedule of home visit for further data gathering and validation	15 minutes	Social Worker/ Social Welfare Assistant	None	None
3		Conduct home visit/s to validate the initial data gathered through collateral interview Prepare Social/Case Study Report	Within 2 days after initial interview Right after home visit	Social Worker/ Social Welfare Assistant	None	None
4		Submit the Assessment/ Social Case Study Report for approval Approved Assessment: Process documents and advise Applicant to wait for notification through call/text for the schedule of claiming the financial assistance Disapproved Assessment: Notify Applicant through formal letter that Application for Financial Assistance shall not be granted	Within 2 days after home visit	Social Worker/ Social Welfare Assistant	None	None
END OF TRANSACTION						



NO TO FIXERS & REDTAPE!