



Availing of Public Assistance

ABOUT THE SERVICE

INDIGENTS may request the City Mayor's Office for referral, recommendations, endorsements or communications so that they can avail of certain services, for free or with a discount. Public Customer Assistance cover the following areas:

1. Medical Assistance
2. PCSO/PAGCOR Referrals
3. Burial Assistance
4. Request for Transportation Discount

Department / Office:		CITY MAYOR'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Indigent Residents of Naga City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Medical Assistance				
<ul style="list-style-type: none"> • Medical Prescription/Clinical Diagnosis/Doctor's Referral • Certificate of Indigency • Identification Card of Requesting Party 		<ul style="list-style-type: none"> • Client's private doctor or doctors of the City Health Office • Barangay • COMELEC or other government agencies issuing valid IDs 		
For PCSO/PAGCOR Referrals				
<ul style="list-style-type: none"> • Medical Prescription/Clinical Diagnosis/Doctor's Referral • Certificate of Indigency • Social Case Study • Identification Card of Requesting Party 		<ul style="list-style-type: none"> • Client's private doctor or doctors of the City Health Office • Barangay • CSWDO • COMELEC or other government agencies issuing valid IDs 		
For Burial Assistance				
<ul style="list-style-type: none"> • Death Certificate • Funeral Bill • Certificate of Indigency • Identification Card of Requesting Party 		<ul style="list-style-type: none"> • City Civil Registrar • Servicing Funeral Home/Parlor/Mortuary • Barangay • COMELEC or other government agencies issuing valid IDs 		
For Transportation Discount				
<ul style="list-style-type: none"> • Identification Card of Requesting Party 		<ul style="list-style-type: none"> • COMELEC or other government agencies issuing valid IDs 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Medical and Burial Assistance				
1. Submission of Required Documents			1 minute	ROCHELLE CLEDERA Admin Staff
	2. Recording of Request		2 minutes	ROCHELLE CLEDERA Admin Staff
	3. Issuance of Job			ROCHELLE



	Order		2 minutes	CLEDERA Admin Staff
Request for Transportation Discount and Educational Assistance				
1. Submission of Required Documents			1 minute	ROCHELLE CLEDERA Admin Staff
	2. Recording of Request		2 minutes	ROCHELLE CLEDERA Admin Staff
	3. Approval by the City Mayor or his duly-authorized representative		1 minute	NELSON S. LEGACION City Mayor FRANCISCO M. MENDOZA City Administrator PAUL JOHN F. BARROSA Secretary to the Mayor
Request for PCSO/PAGCOR Referral				
1. Submission of Required Documents			1 minute	ROCHELLE CLEDERA Admin Staff
	2. Recording of Request		2 minutes	ROCHELLE CLEDERA Admin Staff
	3. Preparation of Referral		5 minutes	JERROLD RITO Admin Staff
	4. Approval by the City Mayor		2 minutes	NELSON S. LEGACION City Mayor FRANCISCO M. MENDOZA City Administrator PAUL JOHN F. BARROSA Secretary to the Mayor
TOTAL			20 minutes	

CITY MAYOR'S OFFICE

Room 201, 2nd Floor, Main City Hall Building, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

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