



Availing of Public Assistance

ABOUT THE SERVICE

INDIGENT PWDs may request the Persons with Disability Affairs for assistance. Public Customer Assistance covers the following areas:

1. Medical Assistance
2. Burial Assistance
3. Assistive Devices

Department / Office:		PERSONS WITH DISABILITY AFFAIRS OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Indigent PWDs of Naga City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Medical Assistance <ul style="list-style-type: none"> • Request Letter addressed to the City Mayor • Medical Prescription/Clinical Diagnosis/Doctor's Referral • Certificate of Indigency • PWD ID 		<ul style="list-style-type: none"> • Requesting client • Client's private doctor or doctors of the City Health Office • Barangay • PDAO 		
For Burial Assistance <ul style="list-style-type: none"> • Death Certificate • PWD ID 		<ul style="list-style-type: none"> • City Civil Registrar • PDAO 		
For Assistive Devices <ul style="list-style-type: none"> • Request Letter addressed to the City Mayor • Social Case Study • Certificate of Rendition of Community Service • PWD ID 		<ul style="list-style-type: none"> • Requesting client • CSWDO • Barangay • PDAO 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Medical and Assistive Devices				
1. Submission of Requirements			1 minute	GERONIMO SANTIAGO B. DOMANICO Administrative Aide I (Casual)
	2. Recording of Request		2 minutes	ELENA A. CLORES Administrative Assistant (COS)
	3. Preparation of Documents		30 minutes	GLENN F. TANAY Administrative Aide I (Casual)
	4. Processing of Documents			City Budget, Accounting and Treasurer's Office
5. Receive Assistance			2 minutes	GLENN F. TANAY



				Administrative Aide I (Casual)
Request for Burial Assistance				
1. Submission of Requirements			1 minute	GERONIMO SANTIAGO B. DOMANICO Administrative Aide I (Casual)
	2. Preparation of Burial Assistance Form		5 minutes	ELENA A. CLORES Administrative Assistant (COS)
3. Seek Approval of PDAO Head			1 minute	PAUL JOHN F. BARROSA Disability Affairs Officer IV / PDAO Head
4. Seek Approval of City Mayor or his duly-authorized representative			5 minutes	NELSON S. LEGACION City Mayor FRANCISCO M. MENDOZA CGDH I / City Administrator PAUL JOHN F. BARROSA Secretary to the Mayor
5. Submission of Burial Assistance Form to CSWDO			5 minutes	ANNABEL SJ. VARGAS CGDH I CSWD Officer
TOTAL		P	52 minutes	

PERSONS WITH DISABILITY AFFAIRS OFFICE

G/F Ako Bicol Bldg., City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Paul John F. Barrosa, Disability Affairs Officer IV / PDAO Head

Tel. Nos. (054) 473-3376

E-mail: pdoa@naga.gov.ph



Availing of PWD ID and Discount Booklets

ABOUT THE SERVICE

Persons with Disability who are residents of Naga may register with PDAO as such and obtain PWD ID and Discount Booklets for them to avail of their PWD privileges under national laws and local ordinances.

Department / Office:		CITY MAYOR'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Resident Persons with Disability		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Profiler Form		• City Health Office		
• Medical Certificate		• Client's Private Doctor or Doctors of City Health Office		
• Voter's ID/Certification		• Commission on Elections		
• Barangay Certificate of Residence		• Barangay		
• Birth Certificate		• Philippine Statistics Authority/Local Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-in Profiler Form			2 minutes	DR. JOFRAMEL V. PAZ CGADH I Asst. City Health Officer
2. Submission of Profiler Form and Presentation of Medical Certificate			5 minutes	DR. JOFRAMEL V. PAZ CGADH I Asst. City Health Officer
	3. Attestation to Client's Disability		5 minutes	DR. JOFRAMEL V. PAZ CGADH I Asst. City Health Officer
4. Submission of All Requirements			2 minutes	GERONIMO SANTIAGO B. DOMANICO Administrative Aide I (Casual)
	5. Approval of Profiler Form		1 minute	PAUL JOHN F. BARROSA Disability Affairs Officer IV / PDAO Head
	6. Encoding of Profiler Form		5 minutes	DANIEL B. NICOLASORA PWD Database Assistant Officer (COS)
	7. Issuance of PWD ID and Discount Booklets		1 minute	PILAR B. FORTALEZA SLI / PWD Database Officer (COS)



TOTAL	21 minutes	
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