



## 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

<b>Department / Office:</b>		<b>CITY MAYOR'S OFFICE</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail</b>		Indigent Residents of Naga City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b><u>For Medical Assistance</u></b>				
<ul style="list-style-type: none"> <li>• Medical Prescription/Clinical Diagnosis/Doctor's Referral</li> <li>• Certificate of Indigency</li> <li>• Identification Card of Requesting Party</li> </ul>		<ul style="list-style-type: none"> <li>• Client's private doctor or doctors of the City Health Office</li> <li>• Barangay</li> <li>• COMELEC or other government agencies issuing valid IDs</li> </ul>		
<b><u>For PCSO/PAGCOR Referrals</u></b>				
<ul style="list-style-type: none"> <li>• Medical Prescription/Clinical Diagnosis/Doctor's Referral</li> <li>• Certificate of Indigency</li> <li>• Social Case Study</li> <li>• Identification Card of Requesting Party</li> </ul>		<ul style="list-style-type: none"> <li>• Client's private doctor or doctors of the City Health Office</li> <li>• Barangay</li> <li>• CSWDO</li> <li>• COMELEC or other government agencies issuing valid IDs</li> </ul>		
<b><u>For Burial Assistance</u></b>				
<ul style="list-style-type: none"> <li>• Death Certificate</li> <li>• Funeral Bill</li> <li>• Certificate of Indigency</li> <li>• Identification Card of Requesting Party</li> </ul>		<ul style="list-style-type: none"> <li>• City Civil Registrar</li> <li>• Servicing Funeral Home/Parlor/Mortuary</li> <li>• Barangay</li> <li>• COMELEC or other government agencies issuing valid IDs</li> </ul>		
<b><u>For Transportation Discount</u></b>				
<ul style="list-style-type: none"> <li>• Identification Card of Requesting Party</li> </ul>		<ul style="list-style-type: none"> <li>• COMELEC or other government agencies issuing valid IDs</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>MEDICAL AND BURIAL ASSISTANCE</b>				
1. Submission of Required Documents.			1 minute	Laurie Jane P. Purca Administrative Aide (Job Order)
	2. Recording of Request.		2 minutes	Esabel A. Marfega Administrative Aide (Job Order)
	3. Issuance of Job Order.		2 minutes	Esabel A. Marfega Administrative Aide (Job Order)
<b>REQUEST FOR TRANSPORTATION DISCOUNT AND EDUCATIONAL ASSISTANCE</b>				
1. Submission of Required Documents.			1 minute	Laurie Jane P. Purca Administrative



				Aide (Job Order)  ESABEL A. MARFEGA Administrative Aide (Job Order)
	2. Recording of Request.		2 minutes	ROCHELE C. TRANSONA Administrative Aide (COS)
	3. Approval by the City Mayor or his duly-authorized representative.		1 minute	NELSON S. LEGACION City Mayor  FRANCISCO M. MENDOZA CGDH I City Administrator  PAUL JOHN F. BARROSA Secretary to the Mayor
<b>REQUEST FOR PCSO/ PAGCOR REFERRAL</b>				
1. Submission of Required Documents.			1 minute	LAURIE JANE P. PURCA Administrative Aide (Job Order)
	2. Recording of Request.		2 minutes	ESABEL A. MARFEGA Administrative Aide (Job Order)
	3. Preparation of Referral		5 minutes	JERROLD R. RITO Administrative Assistant II (Casual)
	4. Approval by the City Mayor		2 minutes	NELSON S. LEGACION City Mayor  FRANCISCO M. MENDOZA CGDH I City Administrator  PAUL JOHN F. BARROSA Secretary to the Mayor
<b>TOTAL</b>			20 minutes	

**CITY MAYOR'S OFFICE**

Room 201, 2/F Main Bldg., City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City  
For more information, please contact: