



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 II (Casual)
	2. Recording of Request		2 minutes	ELENA A. CLORES Administrative Aide I (Casual)
	3. Preparation of Documents		30 minutes	GLENN F. TANAY Administrative Aide II (Casual)
	4. Processing of Documents			City Budget. Accounting and Treasurer's Office
5. Receive Assistance			2 minutes	GLENN F. TANAY Administrative



				Aide II (Casual)
REQUEST FOR BURIAL ASSISTANCE				
1. Submission of Requirements			1 minute	GERONIMO SANTIAGO B. DOMANICO Administrative Aide II (Casual)
	2. Preparation of Burial Assistance Form		5 minutes	ELENA A. CLORES Admin Aide I (Casual)
3. Seek Approval of PDAO Head			1 minute	PAUL JOHN F. BARROSA CGDH I / 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:

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