

## SERVICE PROCESSES

### 1. Application/Request for Financial Assistance (Medical Assistance, Educational Assistance, Burial Assistance)

STEP	PROCEDURE	PERSON-IN-CHARGE	TIME DURATION	FORMS AND DOCUMENTS NEEDED	FEEES
1	Prepare letter with the desired request i.e medical,burial,educational				N/A
2	Submit the letter request for verification of requirements as to correctness and completeness of details	Jingle/Ghigie (Receiving Officer)	3 to 5 mins.	Letter of request w/ signature <u>Medical</u> - Medical Certificate, Clinical Abstract, Hospital Bill/Charges, Doctor's Prescription <u>Educational</u> -Summary of Tuition & Allowance, Certificate of Matriculation, Assessment/Registration Form, Class Schedule <u>Burial</u> - <u>Death Certificate</u> , <u>Funeral Contract</u> <u>Valid ID, Cedula, Barangay Indigency</u>	N/A
3	Follow up the status of your letter request personally or by calling 862-25-34 loc.213	Jingle/Ghigie	1 to 2 mins.		N/A
4	Follow the instructions given by the staff	Jingle/Ghigie	1 to 2 mins.		N/A

\*Processing time will vary based on the number of clients availing the service

**2. Appointment/Schedule with the Councilor**

STEP	PROCEDURE	PERSON-IN-CHARGE	TIME DURATION	FORMS AND DOCUMENTS NEEDED	FEES
1	For appointment, look for Alma, admin.officer of the councillor & submit letter request/invitations	Alma	1 to 2 mins.	Letter of Request / Invitation	N/A
2	For emergency appointment, inquire if the councilor is available at the office.	Alma	-do-		N/A
3	If available, list your name in the logbook, wait for the turn to be called and secure visitor's slip.	Alma	-do-	Visitor's slip	N/A

**3. Requests for free use of tents, chairs, tables, and service vehicles**

STEP	PROCEDURE	PERSON-IN-CHARGE	TIME DURATION	FORMS AND DOCUMENTS NEEDED	FEES
1	Fill up the Service Form available at the office	Lourdes Merlin	3 to 5 mins	Service Form	N/A
2	Submit the accomplished form and talk to Lourdes Merlin for scheduling	Lourdes Merlin	1 to 2 mins.		N/A
3	Wait for the confirmation of your schedule		1 to 2 mins.		N/A

**4. Free Notarial Services**

STEP	PROCEDURE	PERSON-IN-CHARGE	TIME DURATION	FORMS AND DOCUMENTS NEEDED	FEEES
1	Secure number available at the office	Jingle Rima	1 to 2 mins		N/A
2	Wait your number to be called	Lourdes Merlin/Angelita Maglaque	5 to 10 mins.		N/A
3	Once called, present documents to be notarized	Lourdes Merlin/Angelita Maglaque	15-30 mins	Documents to be notarized, Governmet issued ID	N/A
4	Follow the instructions given by the staff	Lourdes Merlin/Angelita Maglaque	5- 10 mins		