AVAILMENT OF SOCIAL CASE STUDY REPORT

The City Government of San Juan through the City Social Welfare and Development Department assist residents who are in dire need of help such as medical, financial, burial, educational, legal and transportation. It links clients in order for them to access services they need in the local government, national government agencies and non-governmental organizations.

Office or Division	City Social Welfare and Development Department
Classification	Simple
Type of Transaction	Government to Citizen
Who May Avail	Bonafide and indigent residents of San Juan who are in need of Medical/Financial/Burial/Educational/Legal

Checklist of Requirements	Where to Secure
1. Barangay Clearance and Certificate of Indigency of Client in need of assistance	Barangay
2. If minor, Barangay Clearance of parents (Original Copy)	Barangay
3. Voter's ID or Voter's Certification from COMELEC of Client	Comelec
4. Clinical Abstract or Medical Certificate with Doctor's Name, Signature and License Number	Clinic/Hospital
	Hospital
5. Statement of Account/Hospital Bill, Laboratory Request/Treatment Protocol/Prescription	Client/Requestor
6. Personal Letter of Request to the chosen hospitals and agencies that offer services they need stating his/her interest to undergo medical treatment if given an opportunities to avail the assistance of the hospitals/agencies)	

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of letter /referral and documents	1.1 Validation of documents submitted. 1.2 Assessment	Free of Charge		Focal Person/SWO-I,SWO-II, SWO-III

	Establish client's eligibility 1.3 Approval of application for social case study report		30 minutes	Focal Person/SWO-I,SWO-II, SWO-III CSWD Department Head II / SWO
2. Receive Report	2.1 Issuance of Social Case Study; Record		3 minutes	Focal Person/SWO-III and Admin Aid-III

End of transaction: 33 minutes