

1. REQUEST FOR FINANCIAL ASSISTANCE, MEDICAL ASSISTANCE, BURIAL ASSISTANCE

Office or Division:	Public Assistance Center			
Classification:	Simple to complex			
Type of Transaction:	Government to citizen			
Who may avail:	San Juan City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay certificate of indigency		Barangay		
Any ID as proof of residence in San Juan				
Supporting documents: Medical certificate and Medical History (medical or hospitalization assistance) Death certificate (for burial assistance)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/OFFICE RESPONSIBLE
Letter Request for Assistance	-Initial screening/verification of applicant -Provide checklist of requirements	none	2 mins	PAC Staff
Submit requirements	-Validate submitted requirements -Interview applicant	none	8 mins	PAC Staff
Provide contact details	-Assessment of assistance -Preparation of voucher, OBR and cheque processing -Contact applicant	none	4 days	PAC Accounting Office Budget Department Treasury Office
Assistance Claiming	Verify claimant and release of claim	none	6 mins	PAC Staff Treasury Office

END OF TRANSACTION