

CITIZEN CHARTER

SOCIAL WELFARE ASSISTANCE CENTER (SWAC)

FRONTLINE SERVICES

Under Executive Order No. PCG - 30, Pasig City Social Welfare was established for the centralized delivery of the City's social and medical services, for the improved access to basic social services and promote responsive governance. The office of the City Mayor through Social Welfare Assistance Center extend Medical, Burial, Hospital Assistance and Project Damayan for every Pasigueños.

1. MEDICAL ASSISTANCE

Medical assistance is extended to bonafide residents of Pasig to help shoulder hospitalization expenses, cost of medicines and other medical treatment or procedures. Provision is in the form of cash assistance.

Office or Division:	Social Welfare Assistance Center Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen

Who may avail:	Citizens/Pasigueños
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Abstract / Medical Certificate (photocopy) issued within 3 months with date of issuance, complete name, signature and license number of the attending physician.	Hospital / Clinic
2. For Hospital Billing - Hospital Bill	Hospital / Clinic
For Laboratory - Laboratory Request	Hospital / Clinic
For Procedure - Procedure Quotation	Hospital / Clinic
For Hemodialysis Treatment - Dialysis Quotation	Hospital / Dialysis Center
For Chemotherapy Treatment - Treatment Protocol	Hospital / Clinic
For Medicine - Prescription	Hospital / Clinic
4. Certificate of Barangay Indigency (original copy)	Respective Barangay
5. Valid IDs (photocopy)	Prepared by the proponent / requesting party

NO.	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1	Submit complete requirements to information desk personnel for assessment and evaluation	Receives requirements and initial interview	None	10 to 15 minutes	Patrick John M. Jose
2	If the documents are complete and in order, they are scheduled for release of medical assistance	Schedule release of medical assistance	None	11 to 15 minutes	Patrick John M. Jose / Marcos E. Aquino
3	Claiming of assistance	3.1 Preparation of information slip	None	7 days	Elenita S. Flores / Irma C. Fullon
		3.2 Preparation of cash voucher			Antonio A. Bello / Ma. Cristina M. Lim
		3.3 Releasing of cash assistance			Charmaine C. Cruz / Roberto O. Espadero

2. HOSPITAL ASSISTANCE (ISSUANCE OF GUARANTEE LETTER)

Hospital assistance is extended to bonafide residents of Pasig to help shoulder hospitalization expenses and other medical treatment or procedures such as laboratory procedures including but not limited to electrocardiogram (ECG), echocardiogram (2D Echo) and magnetic resonance imaging (MRI). Provision is in the form of Guarantee letter (GL) for Pasig City General Hospital (PCGH) and Pasig City Children's Hospital - Child's Hope (PCCH) only.

Office or Division:	Social Welfare Assistance Center Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen

Who may avail:	Citizens/Pasigüeños
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Abstract / Medical Certificate (photocopy) issued within 3 months with date of issuance, complete name, signature and license number of the attending physician	Hospital / Clinic
2. For Hospital Billing - Hospital Bill For Laboratory - Laboratory Request For Procedure - Procedure Quotation For Hemodialysis Treatment - Dialysis Quotation	Hospital / Clinic Hospital / Clinic Hospital / Clinic Hospital / Dialysis Center
4. Certificate of Barangay Indigency (original copy)	Respective Barangay
5. Valid IDs (photocopy)	Prepared by the proponent / requesting party

NO.	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1	Submit complete requirements to information desk personnel for assessment and evaluation	Receive requirements and interview the client	None	5 to 10 minutes	Charlyn Ann Luna / Ma. Belen P. Venzon
2	If the documents are complete and in order, wait for the release of the guarantee letter	Prepare guarantee letter		10 to 15 minutes	
3	Claiming of GL (guarantee letter)	Release guarantee letter			

3. SOLICITATION

The provision of monetary or material support from the City for individuals and organized groups.

Office or Division:		Social Welfare Assistance Office			
Classification:		Simple			
Type of Transaction:		G2C - Government to Citizen / Organized groups			
Who may avail:		Any requesting party			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Solicitation letter address to the City Mayor			Requesting person / organization		
Valid IDs			Prepared by the proponent / requesting party		
NO.	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1	Proceed to the Office of the City Mayor Receiving Area and submit Letter of Request	1.1 Received letter of request 1.2 Endorse to SWAC for release of action on request to client	None	3 to 5 days	Marlon Christian P. Peña
2	Follow up request	Release of action on request			Romy-lyn V. Gonzales

4. BURIAL ASSISTANCE

Burial assistance granted in the form of cash assistance to indigent citizens of Pasig City.

Office or Division:	Social Welfare Assistance Office				
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizen				
Who may avail:	Any requesting party				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Death Certificate			Local Civil Registry		
Barangay Certificate of Indigency			Respective Barangay		
Valid IDs			Prepared by proponent		
NO.	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1	Submit complete requirements to information desk personnel for assessment and evaluation	Receive requirements and initial interview	None	10 to 15 minutes	Patrick John M. Jose
2	If the documents are complete and in order, they are scheduled for release of burial assistance	Schedule release of burial assistance	None	10 to 15 minutes	Patrick John M. Jose / Marcos E. Aquino
3	Claiming of assistance	3.1 Preparation of information slip	None	1 to 3 days	Elenita S. Flores / Irma C. Fullon
		3.2 Preparation			Antonio A. Bello / Ma. Critina M. Lim

		of cash voucher			
		3.3 Releasing of cash voucher			Charmaine C. Cruz / Roberto O. Espadero

5. PROJECT DAMAYAN (FREE CASKET AND FUNERAL SERVICE)

Project Damayan is the answer in giving decent burial free of charge to bonafide residents of Pasig who cannot afford to pay high cost funeral services. The funeral service is inclusive of:

- a. Pick-up of cadaver within the City only
- b. Embalming
- c. Preparation of the cadaver
- d. Free funeral floral bouquet
- e. Set up for the wake until its burial/interment

Office or Division:	Social Welfare Assistance Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Citizens/Pasigueños

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Certificate	Hospital / Clinic
Death Certificate (Certified true copy)	Local Civil Registry
Funeral Contract	Funeral Service Office
Marriage Contrat or Affidavit of Cohabitation (if not legally married)	Prepared by the proponent / requesting party
Birth Certificate	Prepared by the proponent / requesting party
Affidavit of Kinship / Affidavit of Guardianship	Prepared by the proponent / requesting party

NO.	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1	Walk-in inquiry	Prepare Project Damayan information form	None	10 to 15 minutes	Charlyn Ann Luna / Ma. Belen P. Venzon
2	Fill-up deceased information form	Inform client to proceed to assigned Funeral Service office			

3	Before burial or interment, client will submit complete requirements	Prepare Clearance form and inform the client to give a copy to Funeral Service office	None	10 to 15 minutes	
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