

CITIZENS' CHARTER

REQUESTS FOR BURIAL ASSISTANCE

AID FOR INDIVIDUALS IN CRISIS SITUATIONS
(ENGLISH)

| | |
|-----------------------------|--|
| Office or Division: | Office of the Vice Mayor |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Any resident of Pasig City requiring burial assistance |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| 1. One (1) Clear Photocopy of the Certified True Copy of the Death Certificate | Pasig City Health Office, Hospital, or Funeral Service |
| 2. One (1) Clear Photocopy of Deceased Person's Valid ID with address in Pasig City | Any Government issued ID |
| 3. One (1) Clear Photocopy of Claimant's Valid ID with Three (3) Signatures | Any Government issued ID |
| 4. One (1) Original Claimant's Barangay Certificate of Indigency with stated purpose: Burial Assistance | Barangay where claimant resides |

| # | CLIENT STEPS | OFFICE ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON(S) RESPONSIBLE |
|---------------|--|---|-----------------|--------------------|--|
| 1 | Client informs the office of his/her request and provides the complete requirements as listed above. | Staff will interview, record client information, and check requirements. Client is then instructed to wait for the staff's call and text for the date of assistance distribution. | None | 15 minutes | Sheena A. Sibul |
| 2 | Client waits for the call and text confirming the date and venue for the distribution of his/her requested assistance. | Upon receiving information on the availability of funds and the distribution schedule, the staff will call and text the client to provide the information. | None | 1 day | Sheena A. Sibul |
| 3 | On the scheduled date, the client proceeds to the venue to receive the requested assistance. | Staff will assist the Distribution Team in verifying clients scheduled to receive assistance. | None | 1 hour | Armando S. Amparo Jr. and Mary Joy U. Vistal |
| TOTAL: | | | None | 12 - 2 days | |

CITIZENS' CHARTER

REQUESTS FOR MEDICAL ASSISTANCE

AID FOR INDIVIDUALS IN CRISIS SITUATIONS

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|-----------------------------|---|
| Office or Division: | Office of the Vice Mayor |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Any resident of Pasig City requiring medical assistance |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---------------------------------|
| 1. One (1) Clear Photocopy of the Medical Certificate or Medical Abstract | Hospital or Clinic |
| 2. One (1) Clear Photocopy of the Hospital Bill or Laboratory Request or Medical Prescription or Quotation | Hospital or Clinic |
| 3. One (1) Clear Photocopy of the Valid ID of the Patient with address in Pasig City | Any Government issued ID |
| 4. One (1) Clear Photocopy of the Valid ID of the Claimant with three (3) signatures | Any Government issued ID |
| 5. One (1) Original Copy of the Patient's and Claimant's Barangay Certificates of Indigency with stated purpose: Medical Assistance | Barangay where claimant resides |

| # | CLIENT STEPS | OFFICE ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON(S) RESPONSIBLE |
|---------------|--|---|-----------------|-------------------|---|
| 1 | Client informs the office of his/her request and provides the complete requirements as listed above. | Staff will interview, record client information, and check requirements. Client is then instructed to wait for the staff's call and text for the date of assistance distribution. | None | 15 minutes | 1. Armando L. Santelices 2. Lourdes B. Ople 3. Conchita S. David 4. Bernadine S. Esguerra 5. Maria Elena D. Sanchez |
| 2 | Client waits for the call and text confirming the date and venue for the distribution of his/her requested assistance. | Upon receiving information on the availability of funds and the distribution schedule, the staff will call and text the client to provide the information. | None | 1 day | 1. Armando S. Amparo Jr. 2. Mary Joy U. Vistal |
| 3 | On the scheduled date, the client proceeds to the venue to receive the requested assistance. | Staff will assist the Distribution Team in verifying clients scheduled to receive assistance. | None | 1 hour | 1. Armando S. Amparo Jr. 2. Mary Joy U. Vistal |
| TOTAL: | | | None | 1 - 2 days | Assigned office staff |

CITIZENS' CHARTER

REQUESTS FOR FINANCIAL ASSISTANCE

AID FOR INDIVIDUALS IN CRISIS SITUATIONS

| | |
|-----------------------------|---|
| Office or Division: | Office of the Vice Mayor |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Any resident of Pasig City requiring financial assistance |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--------------------------|
| 1. One (1) Original Request or Solicitation Letter | Prepared by the Client |
| 2. One (1) Clear Photocopy of the Claimant's Valid ID with three (3) signatures | Any Government issued ID |

| # | CLIENT STEPS | OFFICE ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON(S) RESPONSIBLE |
|---------------|--|---|-----------------|-----------------|--|
| 1 | Client informs the office of his/her request and provides the complete requirements as listed above. | Staff will interview, record client information, and check requirements. Client is then instructed to wait for the staff's call and text for the date of assistance distribution. | None | 15 minutes | Ana May M. Ty |
| 2 | Client waits for the call and text confirming the date and venue for the distribution of his/her requested assistance. | Upon receiving information on the availability of funds and the distribution schedule, the staff will call and text the client to provide the information. | None | 1 day | Ana May M. Ty |
| 3 | On the scheduled date, the client proceeds to the venue to receive the requested assistance. | Staff will assist the Distribution Team in verifying clients scheduled to receive assistance. | None | 1 hour | 1. Armando S. Amparo, Jr. 2. Mary Joy U. Vistal |
| TOTAL: | | | None | 1 - days | |

CITIZENS' CHARTER

REQUESTS FOR LEGISLATIVE ACTION

Any person/entity who proposes lawful and valid legislation on appropriate subject matters

| | |
|-----------------------------|---|
| Office or Division: | Office of the Vice Mayor |
| Classification: | Complex |
| Type of Transaction: | G2C – Government to Citizens G2B – Government to Business G2G – Government to Government |
| Who may avail: | Any person who seeks to enact new or amend old legislations in accordance with prescribed legislative processes |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| A request letter stating the name, address and contact number of the requesting party, and the purpose of the request together with the corresponding supporting documents relevant to the request. | The client will prepare the request letter and appropriate supporting documents relevant to the request. |

| # | CLIENT STEPS | OFFICE ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---------------|---|---|-----------------|--------------------|--|
| 1 | Client submits request letter and supporting documents. | The staff will receive the request letter and supporting documents. The client will be advised to wait for the call and text approving or denying the request. | None | 10 minutes maximum | 1. Sheira May J. Santana 2. Jessica P. Azañes |
| 2 | Client waits for the call and text | Upon advice of the Head of Office, the staff will call and text the client to inform him/her that the request was approved or disapproved and schedule a follow-up meeting if needed. | None | 1 – 5 days | 1. Sheira May J. Santana 2. Jessica P. Azañes |
| TOTAL: | | | None | 1 – 5 days | |

CITIZENS' CHARTER

Feedback and Complaints

| FEEDBACK AND COMPLAINTS MECHANISM | |
|-----------------------------------|--|
| How to send feedback | Feedback may be sent to: Rhodel C. Santos Chief-of-Staff Telephone No.: 8643-1111 loc 1741 E-mail: udesantos0916@gmail.com |
| How feedback is processed | Once feedback is received, a confirmation message will be sent to the sender. The feedback is then classified according to concern, verified, reviewed, and utilized to improve the service. |
| How to file a complaint | Complaints may be sent to: Rhodel C. Santos Chief-of-Staff Telephone No.: 8643-1111 loc 1741 E-mail: udesantos0916@gmail.com |
| How complaints are processed | Once a complaint is received, a confirmation message will be sent to the sender. The complaint is then classified according to the nature of the complaint. The subject person or process is then investigated or reviewed to determine validity of complaint, appropriate disciplinary or corrective action will be taken, and the complainant will be informed of the action on the complaint. |
| Contact information | Rhodel C. Santos Chief-of-Staff Telephone No.: No.: 8643-1111 loc 1741 E-mail: udesantos0916@gmail.com |

CITIZENS' CHARTER

REQUESTS FOR BURIAL ASSISTANCE

AID FOR INDIVIDUALS IN CRISIS SITUATIONS
(TAGALOG)

| | |
|-----------------------------|--|
| Office or Division: | Office of the Vice Mayor |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Any resident of Pasig City requiring burial assistance |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| 5. One (1) Clear Photocopy of the Certified True Copy of the Death Certificate | Pasig City Health Office, Hospital, or Funeral Service |
| 6. One (1) Clear Photocopy of Deceased Person's Valid ID with address in Pasig City | Any Government issued ID |
| 7. One (1) Clear Photocopy of Claimant's Valid ID with Three (3) Signatures | Any Government issued ID |
| 8. One (1) Original Claimant's Barangay Certificate of Indigency with stated purpose: Burial Assistance | Barangay where claimant resides |

| # | MGA HAKBANG | AKSYON NG TANGGAPAN | KAUKULANG BAYAD | ORAS NG PAGPROSESO | TAONG NAKATALAGA |
|---------------|--|--|-----------------|--------------------|--|
| 1 | <i>Ipaalam ng kliyente ang kanyang kahilingan at ibibigay ang mga requirements na nakalista sa itaas.</i> | <i>Kakausapin ng staff ang kliyente upang maitala ang kanyang impormasyon at suriin ang mga requirements. Ipababatid sa kliyente na hintayin ang tawag at text para sa schedule ng distribusyon ng hiling na tulong.</i> | Wala | 15 minuto | Sheena A. Sibul |
| 2 | <i>Maghihintay ang kliyente sa tawag at text upang malaman kung kailan at saan maaaring tanggapin ang tulong na ipamamahagi.</i> | <i>Kapag nakatanggap na ng abiso na mayroon ng pondo at schedule ng distribusyon, ipagbibigay alam ito ng staff sa kliyente sa pamamagitan ng tawag at text.</i> | Wala | 1 araw | Sheena A. Sibul |
| 3 | <i>Sa takdang araw, pupuntahan ng kliyente ang lugar kung saan matatanggap niya ang kanyang hiling na tulong.</i> | <i>Ang staff ay tutulong sa Distribution Team para sa beripikasyon ng mga kliyente.</i> | Wala | 1 oras | 1. Armando S. Amparo, Jr. 2. Mary Joy U. Vistal |
| TOTAL: | | | Wala | 1 - 2 araw | |

CITIZENS' CHARTER

REQUESTS FOR MEDICAL ASSISTANCE

AID FOR INDIVIDUALS IN CRISIS SITUATIONS

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|-----------------------------|---|
| Office or Division: | Office of the Vice Mayor |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Any resident of Pasig City requiring medical assistance |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
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| 6. One (1) Clear Photocopy of the Medical Certificate or Medical Abstract | Hospital or Clinic |
| 7. One (1) Clear Photocopy of the Hospital Bill or Laboratory Request or Medical Prescription or Quotation | Hospital or Clinic |
| 8. One (1) Clear Photocopy of the Valid ID of the Patient with address in Pasig City | Any Government issued ID |
| 9. One (1) Clear Photocopy of the Valid ID of the Claimant with three (3) signatures | Any Government issued ID |
| 10. One (1) Original Copy of the Patient's and Claimant's Barangay Certificates of Indigency with stated purpose: Medical Assistance | Barangay where claimant resides |

| # | MGA HAKBANG | AKSYON NG TANGGAPAN | KAUKULANG BAYAD | ORAS NG PAGPROSESO | TAONG NAKATALAGA |
|---------------|--|--|-----------------|--------------------|---|
| 1 | <i>Ipaalam ng kliyente ang kanyang kahilingan at ibigay ang mga requirements na nakalista sa itaas.</i> | <i>Kakausapin ng staff ang kliyente upang maitala ang kanyang impormasyon at suriin ang mga requirements. Ipababatid sa kliyente na hintayin ang tawag at text para sa schedule ng distribusyon ng hiling na tulong.</i> | Wala | 15 minuto | 1. Armando L. Santelices 2. Lourdes B. Ople 3. Conchita S. David 4. Bernadine S. Esguerra 5. Maria Elena D. Sanchez |
| 2 | <i>Maghihintay ang kliyente sa tawag at text upang malaman kung kailan at saan maaaring tanggapin ang tulong na ipamamahagi.</i> | <i>Kapag nakatanggap na ng abiso na mayroon ng pondo at schedule ng distribusyon, ipagbibigay alam ito ng staff sa kliyente sa pamamagitan ng tawag at text.</i> | Wala | 1 araw | 1. Armando S. Amparo, Jr. 2. Mary Joy U. Vistal |
| 3 | <i>Sa takdang araw, pupuntahan ng kliyente ang lugar kung saan matatanggap niya ang kanyang hiling na tulong.</i> | <i>Ang staff ay tutulong sa Distribution Team para sa beripikasyon ng mga kliyente.</i> | Wala | 1 oras | 1. Armando S. Amparo, Jr. 2. Mary Joy U. Vistal |
| TOTAL: | | | Wala | 1 - 2 araw | Assigned office staff |

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| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--------------------------|
| 3. One (1) Original Request or Solicitation Letter | Prepared by the Client |
| 4. One (1) Clear Photocopy of the Claimant's Valid ID with three (3) signatures | Any Government issued ID |

| # | MGA HAKBANG | AKSYON NG TANGGAPAN | KAUKULANG BAYAD | ORAS NG PAGPROSESO | TAONG NAKATALAGA |
|--------|--|--|-----------------|--------------------|--|
| 1 | <i>Ipaalam ng kliyente ang kanyang kahilingan at ibibigay ang mga requirements na nakalista sa itaas.</i> | <i>Kakausapin ng staff ang kliyente upang maitala ang kanyang impormasyon at suriin ang mga requirements. Ipababatid sa kliyente na hintayin ang tawag at text para sa schedule ng distribusyon ng hiling na tulong.</i> | Wala | 15 minuto | Ana May M. Ty |
| 2 | <i>Maghihintay ang kliyente sa tawag at text upang malaman kung kailan at saan maaaring tanggapin ang tulong na ipamamahagi.</i> | <i>Kapag nakatanggap na ng abiso na mayroon ng pondo at schedule ng distribusyon, ipagbibigay alam ito ng staff sa kliyente sa pamamagitan ng tawag at text.</i> | Wala | 1 araw | Ana May M. Ty |
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| TOTAL: | | | Wala | 1 – 2 araw | |

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| <i>Kailangang gumawa ng liham na nakatala ang inyong pangalan, tirahan at contact number, kasama ang inyong dahilan at mga dokumentong sumusuporta sa inyong kahilingan.</i> | <i>Ang kliyente ang gagawa ng liham at ilalagay ang mga kaulang dokumento na may kaugnayan sa kanyang hinihiling.</i> |

| # | MGA HAKBANG | AKSYON NG TANGGAPAN | KAUKULANG BAYAD | ORAS NG PAGPROSESO | TAONG NAKATALAGA |
|---------------|--|--|-----------------|--------------------|--|
| 1 | <i>Ibibigay ng kliyente ang kanyang liham para sa kahilingan kalakip ang mga supporting documents.</i> | <i>Tatanggapin ng staff ang liham at mga kalakip na supporting documents nito. Ibibigay ang liham sa Head of Office upang mapag-aralan at makonsidera. Ipabatid sa kliyente na hintayin ang tawag o text mula sa tanggapan kung ang kahilingan ay approved o denied.</i> | <i>Wala</i> | 10 minuto | 1. Sheira May J. Santana 2. Jessica P. Azañes |
| 2 | <i>Maghihintay ng tawag o text ang mga kliyente.</i> | <i>Kapag nagbigay na ng abiso ang Head of Office, tatawagan ng staff ang kliyente upang ipabatid kung approved o denied ang kanyang kahilingan at mag-schedule ng follow-up meeting kung kinakailangan.</i> | <i>Wala</i> | 1 – 5 araw | 1. Sheira May J. Santana 2. Jessica P. Azañes |
| TOTAL: | | | Wala | 1 – 5 araw | |

CITIZENS' CHARTER

Feedback and Complaints

| FEEDBACK AND COMPLAINTS MECHANISM | |
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| How complaints are processed | Once a complaint is received, a confirmation message will be sent to the sender. The complaint is then classified according to the nature of the complaint. The subject person or sprocess is then investigated or reviewed to determine validity of complaint, appropriate disciplinary or corrective action will be taken, and the complainant will be informed of the action on the complaint. |
| Contact information | Rhodel C. Santos Chief-of-Staff Telephone No.: 8643-1111 loc 1741 E-mail: udesantos0916@gmail.com |