

**CITIZEN CHARTER
PASIG CITY PUBLIC CREMATORIUM**

CREMATORY SERVICE

To provide affordable crematory service to the people of Pasig and to non-Pasig residents as well.

Office or Division:	*Pasig City Public Crematorium/ Environmental Sanitation Section
Classification:	*Complex
Type of Transaction:	*Government to Citizens
Who may avail:	*Pasig residents *non-Pasig residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Death certificate	*Funeral service(<i>if catered by the funeral service</i>) *Hospital(<i>if the patient died at the hospital</i>)
2. Barangay certificate/ Proof of residency	*Respective barangay
3. Any government issued ID of the deceased (present original and photocopy)	*From immediate family
4. Any government issued ID of the immediate family/ relatives	*Person responsible in processing the documents
5. Relative Consent or Authorization letter to cremate(<i>Pahintulot sa Cremation</i>)	*Pasig City Public Crematorium/ Administrative Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit the following documents: *Death certificate with registry number *Cremation certificate *Cremation permit *Official receipt(photocopy) * Any government issued ID of the deceased * Any government issued ID of the immediate family/relative	*Receive and check		10mins	BATANG, TOMAS R. /
2.	Fill-up cremation consent (Pahintulot sa cremation)	*Provide cremation consent form		10mins	DE LARA , BRYAN C.
3.	Pay for Certificate of Cremation	*Issue order of payment	Php 150.00	5mins	DILLERA, DENNIS E.
4.	Wait for consummation of cremation	*2 to 3 hours cremation process		Maximum of 3 hours	LEONCIO, RAYMOND G.
5.	Acceptance of ash in an urn together with the Certificate of Cremation	*Release		10mins	PANGANIBAN, CRISANTO
6.	Secure gate pass	*Issue gate pass		5 mins	SALLAN, JOVE L.
TOTAL:			Php 150.00		

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Improvise suggestion box located at the Pasig City Public Crematorium or email at environmentalsanitation@gmail.com.ph
How feedback is processed	The complaint will be brought to the attention of officer-in-charge of crematorium. The matter will then be discussed with the OIC of Sanitation Office.
How to file a complaint	File the complaint to the City Health Officer.
How complaints are processed	The OIC will set a meeting with the complainant and respondent to settle the matter.
Contact Information	Message (+63)928-291-1709 or email the office at environmentalsanitationoffice@gmail.com .

Noted by:

NORA T. DANCEL, M.D.
Medical Supervisor
OIC, Sanitary Permit Section

Mission:

- to provide quality and affordable cremation service to all Pasigueños and also non-Pasig residents.

- to provide cremation service as required by the Department of Health in compliance to the protocol in handling communicable and non-communicable diseases.

Vision:

- to place Pasig City at par with other cities who provides crematory service to their constituents.