



MUNICIPALITY OF TUBIGON

**CITIZEN'S
CHARTER**





**MUNICIPAL SOCIAL
WELFARE &
DEVELOPMENT OFFICE**
ADMINISTRATIVE SERVICES





3. Financial Assistance for Hospitalization and Medicines for Individuals in Crisis Situation

About the Service: *Section 17 of the Local Government Code (RA 7160) mandates the LGU to exercise other powers and discharge such other functions and responsibilities as necessary, appropriate, or incidental to the efficient and effective provision of the basic services such as but not limited to..health and social welfare services.*

Financial assistance for payment of hospitalization, purchase of medicines, burial assistance is under the Assistance to Individual in Crisis Situation (AICS) of the Municipal Social Welfare and Development Office (MSWDO) that provides emergency financial assistance to those disadvantaged, vulnerable and marginalized individuals or families who is/are in crisis situation.

Schedule of Availability of Service: Monday – Friday 8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service: Individuals or families who are in crisis situation, bonafide residents of Tubigon and have inadequate resources in addressing emergency needs

What are the Requirements :

- Burial Assistance
 - Certification of Indigence from the Barangay
 - Statement of Account from the funeral home
 - Registered Death Certificate

- Anti-Rabies Vaccine Assistance-
 - Certification of Indigence from the Barangay
 - Official Vaccination Schedule

- Medical Assistance
 - Certification of Indigence from the Barangay
 - Hospital Bill (for payment of hospital bill), or Prescription (for medicines) or Laboratory requests (for procedures) or Clinical Abstract/Medical Certificate with signature and license number of the attending physician

Duration: 3 days

HOW TO AVAIL OF THE SERVICE:

Step	As a client, you	Responsibility of Action Officer	It will take you	Person in Charge	Fees	Form
1	Approach the PACD Staff	Assist and endorse the client to the AICS Section	1 min.	PACD Staff (Rickily H. Macabodbod / Luciana B. Medidas)	(None)	(None)
2	Approach the Social Welfare Aid and present requirements and provides information regarding his/her circumstances	Interview client and validate the submitted requirements	15 mins.	AICS staff (Geraldine C. Bustalino/ Diane Ruth U. Sagarino / Maria Lourdes B. Gemina)	(None)	Client Information Sheet



	Sign the information sheet	Refer case to Registered Social Worker (RSW) for assessment				
		Social worker perform assessment and recommends assistance Advise client to proceed to Mayor's Office for approval	3 mins.	RSW- Reynaldo Envidiado, Kristine Genita		
3	Go to the Mayor's Office and submit documents for review and approval	Prepare the Certificate of Eligibility	Availability of mayor	Mayor's Office Receiving Clerk (Emma Bancoy)	(None)	Reviewed Hospital Bill/ Prescription/Funeral Contract/ Vaccination Schedule/Certificate of Indigence
4	Submit approved AICS slip and basic requirements	Check approved AICS slip Prepares Obligation Request & Disbursement Voucher under Mayor's approval Get the client's contact number	10 mins.	AICS Clerk (Geraldine C. Bustalino/ Diane Ruth U. Sagarino / Maria Lourdes B. Gemina)	(None)	Approved AICS slip
5	Wait for processing	Notify client of the availability of check and advise to bring a valid ID	1 or 2 days after step 4	Municipal Treasurer's Office or MSWDO welfare assistant		
5	Claim the check Present Valid ID	Release the check	2 mins.	Treasurer's Office	(None)	
Fill-out the Client Satisfaction Rating Form						
END OF TRANSACTION						