

## ON-SITE TRANSACTION

CLIENT STEPS	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a queuing number.	<b>10 Minutes</b>	<i>Administrative Staff Crisis Intervention Section</i>
2. Present pertinent Document	<b>20 Minutes</b>	<i>Administrative Staff Crisis Intervention Section</i>
	<b>20 Minutes</b>	<i>Administrative Staff Crisis Intervention Section</i>
	<b>10 Minutes</b>	<i>Administrative Staff Crisis Intervention Section</i>
3. Submit pertinent documents for Interview and Assessment	<b>40 Minutes</b>	<i>SWO Staff Crisis Intervention Section</i>
	<b>40 Minutes</b>	<i>SWO Staff Crisis Intervention Section</i>
	<b>40 Minutes</b>	<i>SWO Staff Crisis Intervention Section</i>
	<b>40 Minutes</b>	<i>Administrative Staff Crisis Intervention Section Authorized Approving Officer</i>
	<b>40 Minutes</b>	<i>Authorized Approving Officer</i>
	<b>40 Minutes</b>	<i>Administrative Staff Crisis Intervention Section</i>
4. Receive Assistance	<b>15 Minutes</b>	<i>SDO/RDO/DSWD personnel</i>

		<i>Crisis Intervention Section</i>
	<b>15 Minutes</b>	<i>SDO/RDO/DSWD personnel</i> <i>Crisis Intervention Section</i>
5.Fill out client satisfaction measurement survey	<b>20 Minutes</b>	<i>Administrative Staff</i> <i>Crisis Intervention Section</i>
<b>TOTAL:</b>	<b>5 Hour, 40 Minutes for Cash Out Right<sup>1</sup></b> <b>1 Day or 24 Hours for Guarantee Letter<sup>2</sup></b>	

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