



## Availment of Certificate of Incapability

A Certificate of Incapability is issued to less fortunate residents who need to avail Philhealth-related services.

<b>Office or Division:</b>	City Social Welfare and Development Office – Center-Based Social Protection and Welfare Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Any bonafide indigent/in-crisis residents of General Santos City			
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
1. Barangay Certificate of Residency (1 original copy)		Concerned Barangay		
1. Medical Records/Medical Certificate/Clinical Abstract, if for Dialysis, CT-Scan, Medical Procedure, Maintenance Medication, etc. (1 Photocopy)		Hospital/Clinic		
2. Any Valid ID of the Client/Authorized Representative (1 Photocopy)		Any Issuing Government Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete documentary requirements to the PSW/PSWDW	1.1 Review, check the completeness of the submitted requirements	None	5 minutes	<i>Registered Social Worker</i>
2. Provide needed information	Conduct data gathering	None	4 hours	<i>Registered Social Worker</i>
	Prepare certificate of incapability	None	10 minutes	<i>Registered Social Worker</i>
3. Claim the certificate	Contact client and release the certification	None	10 minutes	<i>Registered Social Worker</i>

	TOTAL		4 hours and 25 minutes	
<b>END OF TRANSACTION</b>				