

## 11. Public Assistance (walk-in/phone call)

Schools need to work with different individuals and organizations to strengthen partnerships that would benefit the learners and the DepEd community. Consequently, schools also have to address the concerns of its clients.

<b>Office or Division:</b>	Schools			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Complete information			Client	
2. Intake sheet – 1 original copy			School Information Coordinator/Guidance Counselor/ Advocate	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1, Communicate details of concern (verbally or via intake sheet)	1.1 Note the client concern/ ask client to fill out intake sheet	None	15 minutes	School Information Coordinator (SIC)/Guidance Counselor/ Advocate
	1.2 For simple concerns – provide immediate reply.  For complex concerns – advise client of next steps.	None	30 minutes	SIC/Guidance Counselor/ Advocate
2. Take note of information received	2.1 Provide copy of intake form to client (for walk-in clients) and route another copy to the concerned office (internal resolution owner).	None	15 minutes	SIC/Guidance Counselor/ Advocate
<b>TOTAL</b>			<b>1 hour</b>	

\* If the resolution owner is internal, processing time would depend on type of concerns as guided by the 3-7-20 rule of RA 11032 and/or applicable laws.