



Internal/External

5. SERVICE NAME: PROVISION OF BURIAL SERVICES

Description of the Service: The City Government of Ilagan provides burial assistance to indigent families who have recently lost a loved one and cannot afford funeral services. Assistance may include embalming, casket, and interment services, subject to verification of indigency and availability of resources.

Office or Division:	Office of the City Mayor			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Indigent citizens of the City of Ilagan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency 2. Death Certificate		➤ Barangay Hall of the deceased's residence ➤ Local Civil Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	Receive, assess, and verify documents	None	2 minutes	Claire Tamano / <i>Admin Asst. II</i>
2. Endorsement to IMAC	Approve request and endorse to Ilagan Mayor's Action Center (IMAC) for release and delivery of burial assistance	None	3 minutes	Hon. Josemarie L. Diaz, <i>City Mayor</i>



3. IMAC coordinates release and delivery	IMAC staff prepare burial assistance package, including embalming (if required), casket, rice, flowers, and deliver to wake/viewing site	None	5-10 minutes (depending on distance and preparation)	Leandro Balingao, <i>IMAC Focal Person</i>
TOTAL		10 minutes		