



COMMITTEE ON ETHICS, APPOINTMENTS AND GOVERNMENT
REORGANIZATION

COMMITTEE REPORT
CEAGR-PNOA-508-2024

Office of the Sangguniang Panlungsod
Received by: *[Signature]*
Date: *6/24/2024*
Time: *12:30 pm*

Subject: *REQUEST OF APPROVAL OF BARANGAY ORDINANCE FROM BARANGAY LIGAS 1: ORDINANCE NO. 2 S-2024: An ordinance implementing the Citizen's Charter of Barangay Ligas 1, City of Bacoor, Province of Cavite and providing penalties for violations thereof. (PNOA-508-2024), dated (May 13, 2024).*

The above-mentioned proposed ordinance underwent its first reading on May 13, 2024 during the 90th Regular Session of the Sangguniang Panlungsod. The said proposed ordinance was referred by the Acting Presiding Officer, City Councilor and President Pro-Tempore Hon. Reynaldo C. Palabrica to the Committee on Ethics, Appointments, and Government Reorganization.

The Committee on Ethics, Appointments and Government Re-Organization sent out invitations to the resource persons and conducted a committee hearing on May 16, 2024, 10:30 a.m. at the Session Hall of the Sangguniang Panlungsod.

FINDINGS:

Pursuant to Republic Act, No. 11032 or an act of promoting ease of doing business and efficient government service applies to all government offices and agencies including local government units.

This act also promotes integrity, accountability, proper management of public affairs and public property as well as to establish effective practices, aimed at efficient turnaround of the delivery of barangay services and the prevention of graft and corruption in the barangay.

Barangay Ligas 1 set up their most current and updated service standards to be known as the Citizen's Charter of Barangay Ligas 1 in the form of information billboards which shall be posted at the main entrance of offices or at the most conspicuous place, in their website or Facebook Page, and in the form of published materials written either in English, Filipino.





OFFICE OF THE SANGGUNIANG PANLUNGSOD

RECOMMENDATION:


After a thorough review of all the circumstances and statements from the resource persons, the Committee respectfully recommends that the Sangguniang Panlungsod approve the above subject matter.

By the motion of Hon. Alejandro Gutierrez duly seconded by all the members of the Sangguniang Panlungsod, the above subject matter was **APPROVED** during its 91st Regular Session.

WE HEREBY CERTIFY that the contents of the foregoing report are true and correct.

Signed this 20th day of May 2024 at the City of Bacoor, Cavite.

Committee on Ethics, Appointments and Government Re-Organization



COUN. REYNALDO C. PALABRICA
Chairman



COUN. ALEJANDRO GUTIERREZ
Vice Chairman



COUN. MICHAEL SOLIS
Member



COUN. ALDE PAGULAYAN
Member



OFFICE OF THE SANGGUNIANG PANLUNGSOD

COMMITTEE ON ETHICS, APPOINTMENTS AND GOVERNMENT
REORGANIZATION

MINUTES OF THE COMMITTEE HEARING
CEAGR-PNOA-508-2024

Office of the Sangguniang Panlungsod
Received by: *[Signature]*
Date: *6/27/2024*
Time: *3:30 pm*

Subject: *REQUEST OF APPROVAL OF BARANGAY ORDINANCE FROM BARANGAY LIGAS 1: ORDINANCE NO. 2 S-2024: An ordinance implementing the Citizen's Charter of Barangay Ligas 1, City of Bacoor, Province of Cavite and providing penalties for violations thereof.*

A committee hearing on the above-subject matter was conducted last May 16, 2024, 10:30 a.m. at the Sangguniang Panlungsod Session Hall presided by Committee Chairman Hon. Reynaldo C. Palabrica.

MEMBERS OF THE COMMITTEE AND CITY COUNCILORS PRESENT:

HON. LEVY TELA
HON. ADRIELITO GAWARAN
HON. ALEJANDRO GUTIERREZ
HON. SIMPLICIO DOMINGUEZ
HON. ALDE PAGULAYAN
HON. MICHAEL SOLIS
HON. ROGELIO NOLASCO
HON. RANDY FRANCISCO

RESOURCE PERSONS PRESENT:

GEORGE G. MEDINA	-	PUNONG BARANGAY-LIGAS 1
TERESA R. TONGCUA	-	BARANGAY TREASURER-LIGAS 1
MARICRIS M. ABAD	-	BARANGAY SECRETARY-LIGAS 1
MANNY DUMALI	-	BARANGAY STAFF-LIGAS 1
RELITO F. RIGUERRA	-	BARANGAY STAFF-LIGAS 1

- The Presiding Officer, City Councilor Hon. Reynaldo Palabrica read the above-subject matter and the committee hearing was called to order.



OFFICE OF THE SANGGUNIANG PANLUNGSOD

- The Presiding Officer then proceeded with the introduction of the members of the Honorable Committee and City Councilors present in the committee hearing.
- The Presiding Officer asked the resource persons to introduce themselves before the Honorable Committee.
- The Presiding Officer read the proposed ordinance submitted by Barangay Ligas 1 in the Sangguniang Panlungsod for approval.
- The Presiding Officer asked for the comments of the members of the committee and city councilors present regarding the submitted proposed ordinance.
- The committee found out that the proposed barangay ordinance is order and recommended for its approval.
- The Presiding Officer asked a motion for the adjournment of the hearing.
- City Councilor Hon. Alde Pagulayan moved for the adjournment of the hearing duly seconded by all the members of the committee.
- The committee hearing ended at 10:40 a.m.

Prepared by:



RONALDO M. VERONA
Clerk

Attested by:



COUNCILOR REYNALDO C. PALABRICA
Chairman
Committee on Ethics, Appointments and Government Re-Organization



OFFICE OF THE SANGGUNIANG PANLUNGSOD

CGBCR-SPBac-F003.01
 04/05/2024

Committee on Rules and Privileges, Laws and Ordinances

NOTICE OF COMMITTEE HEARING

(PROOF OF RECEIPT)

(May 16, 2024 10:30 AM)

(SP Session Hall)

Office of the Sangguniang Panlungsod
 Received by: Janet Pring
 Date: 5/15/24
 Time: 3:30 pm

Subject: REQUEST OF APPROVAL OF BARANGAY ORDINANCE FROM BARANGAY LIGAS 1: ORDINANCE NO. 2 S-2024: AN ORDINANCE IMPLEMENTING THE CITIZEN'S CHARTER OF BARANGAY LIGAS 1, CITY OF BACOOD, PROVINCE OF CAVITE AND PROVIDING PENALTIES FOR VIOLATIONS THEREOF. (PNOA No. 508-2024)

NAME	OFFICE AFFILIATION	CONTACT NUMBER	SIGNATURE/DATE
HON. ALDE PAGULAYAN	SP		[Signature] 5-15-24
HON. LEVY TELA	SP		[Signature] 5-15-2024 4:15 pm
HON. ADRIELITO GAWARAN	SP		[Signature] 5/15/24
HON. ALEJANDRO GUTIERREZ	SP		[Signature] 5/15/24
PB GEORGE MEDINA Brgy. Ligas I		09206225268	C/O HANSEL



OFFICE OF THE SANGGUNIANG PANLUNGSOD

CGBCR-SPBac-F003.01
 04/05/2024

Committee on Rules and Privileges, Laws and Ordinances
ATTENDANCE OF COMMITTEE HEARING

(PROOF OF RECEIPT)
 (May 16, 2024 10:30 AM)
 (SP Session Hall)

Office of the Sangguniang Panlungsod
 Received by: *J. Lopez*
 Date: *6 May 2024*
 Time: *3:30 pm*

Subject: REQUEST OF APPROVAL OF BARANGAY ORDINANCE FROM BARANGAY LIGAS 1: ORDINANCE NO. 2 S-2024: AN ORDINANCE IMPLEMENTING THE CITIZEN'S CHARTER OF BARANGAY LIGAS 1, CITY OF BACOOD, PROVINCE OF CAVITE AND PROVIDING PENALTIES FOR VIOLATIONS THEREOF. (PNOA No. 508-2024)

NAME	OFFICE	CONTACT # Email Address	SIGNATURE/DATE
GEORGE G. MEDINA	LIGAS 1	0917-112-4472 kapgeorge73@gmail.com	<i>[Signature]</i> 5/14/24
TERESA R. TONGCUP	LIGAS 1	0985-561-7968 teresaferreira77@gmail.com	<i>[Signature]</i> 5/14/24
MARICKUS M. ABAD	LIGAS 1	09070461048 barangayligasone@gmail.com	<i>[Signature]</i> 5/16/24
Manny C. DUMALI	LIGAS 1	0950-2956957	<i>[Signature]</i>
Kelvin F. Rignerra	LIGAS 1	09485650163	<i>[Signature]</i>
Hon. Alde Pagulayan	SP		<i>[Signature]</i>
Hon. Rogelio Notasco	SP		<i>[Signature]</i>
Hon. Michael Solis	SP		<i>[Signature]</i>
Hon. Simplicio Dominguez	SP		<i>[Signature]</i>
Hon. Levy Teta	SP		<i>[Signature]</i>
Hon. Alejandro Gutierrez	SP		<i>[Signature]</i>
Hon. ARIELITO GAMBAL			<i>[Signature]</i>
Nataziel De Leon			<i>[Signature]</i>

PNOA 508-2024 – REQUEST OF APPROVAL OF BARANGAY ORDINANCE FROM BARANGAY LIGAS 1: ORDINANCE NO. 2 S-2024: AN ORDINANCE IMPLEMENTING THE CITIZEN'S CHARTER OF BARANGAY LIGAS 1, CITY OF BACOR, PROVINCE OF CAVITE AND PROVIDING PENALTIES FOR VIOLATIONS THEREOF.

Office of the Sangguniang Pambayan
Received by: *[Signature]*
Date: *[Signature]*
Time: *[Signature]*





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CGBCR-SPBac-F003.01
04/05/2024

PNCA 508-2024 - REQUEST OF APPROVAL OF BARANGAY ORDINANCE FROM
BARANGAY LIGAS 1: ORDINANCE NO. 2 S-2024: AN ORDINANCE IMPLEMENTING THE
CITIZEN'S CHARTER OF BARANGAY LIGAS I, CITY OF BACORR, PROVINCE OF CAVITE
AND PROVIDING PENALTIES FOR VIOLATIONS THEREOF.



OFFICE OF THE
SANGGUNIANG PANLUNGSOD
CITY OF BACORR
PROVINCE OF CAVITE
MAYOR: [Name]
CITY CLERK: [Name]

CITIZEN'S CHARTER LIGAS I CITY OF BACORR PROVINCE OF CAVITE

BACK



OFFICE OF THE SANGGUNIANG PANLUNGSOD

BAGONG PILIPINAS

CGBCR-SPBac-F003.01

04/05/2024



Barangay Ordinance No. 2 S-2024

AN ORDINANCE IMPLEMENTING THE CITIZEN'S CHARTER OF BARANGAY LIGAS I, CITY OF BACOOR, PROVINCE OF CAVITE AND PROVIDING PENALTIES FOR VIOLATION THEREOF

Enacted by the Sangguniang Barangay, Members: Rendo F. Requena and Marilyn M. Daming,
and authorized by the Sangguniang Barangay of Ligas I, City of Bacoor, Province of Cavite that:

Section 1. TITLE. This Ordinance shall be known as the Citizen's Charter Ordinance of Barangay Ligas I.

Section 2. PURPOSE. This ordinance is enacted to adopt the Citizen's Charter to institutionalize a mechanism to promote and foster customer-plaint practices in the barangay.

Section 3. DECLARATION OF PRINCIPLES. The enactment of the Ordinance is authorized in and by agreement that shall be guided by the following principles:

1. Transparency in government transactions
2. Efficiency in the delivery of frontline services in the barangays
3. Accountability of barangay officials
4. Participation of the citizens through the establishment of comments and feedback mechanisms and enough safeguards of systems and procedures.

Section 4. In the pursuit of integrity, transparency, accountability and efficiency in the delivery of services at the local level, the Task Force submitted to this August lastly the Citizen's Charter. After review, the Charter is found to be in accordance with the Anti-Red Tape Act of 2007 and is hereby resolved to approve the Citizen's Charter for Barangay Ligas I as attached.

Section 5. Be it ordained by the Sangguniang Barangay of Barangay Ligas I that all concerned barangay officials, whether elective or appointed, shall be held responsible and accountable for the implementation of the Anti-Red Tape Act of 2007 and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service.

Section 6. Failure of all concerned barangay officials to act accordingly shall be penalized, pursuant to Section 1, Paragraph 1 of the existing Rules and Regulation of R.A. 9485.

Section 7. This Ordinance shall take effect ten (10) days after posting at the residence of Barangay officials and other concerned units within the barangay.

ENACTED January 27, 2024

Approved by:

RAY M. VASQUEZ
Barangay Captain

ANGELINA P. PASALAN
Barangay Captain

NIKOR A. DEL ROSARIO
Barangay Captain

ANGELINA P. PASALAN
Barangay Captain

ROSELYN M. DEL ROSARIO
Barangay Captain

REYNALDO M. DEL ROSARIO
Barangay Captain

ANGELINA P. PASALAN
Barangay Captain

ANGELINA P. PASALAN
Barangay Captain

ANGELINA P. PASALAN
Barangay Captain

Approved by:

MARK ANTONIO M. MENDOZA
Mayor

MARK ANTONIO M. MENDOZA
Mayor

BACK



Barangay Mission, and Vision and Goal Statement

Vision/Panawagan

One community binding the Barangay under the love and protection of God, enforcing the law that ensuring peace and order and public safety of the community and exercising good governance to sustain clean, peaceful and progressive community.

Mission/Misyong

To promote peace and order, ensure public safety and awareness, and to promote Local Governance and encourage the public to participate in social and environmental programs and to achieve peaceful and progressive community.

Goal/Hangam

Our goal is to main fair peaceful and friendly environment and to encourage every individual to participate in any program for growth and improvement of our barangay.

(Hangarin na mapanatiling tahimik at maliwasan ang mga residenteng nakatira dito at makilahok sa mga proyektong nilulunsad upang maging maunlad ang barangay.)

-Barangay Ligas I-

BACK



BARANGAY FRONTLINE SERVICES & THEIR PROCEDURES

BARANGAY FRONTLINE SERVICES OFFERED:

SERVICE OFFERED: Issuance of Barangay Certification

CLIENTS: Barangay residents, Associations, Organizations, students and other Institutions

REQUIREMENTS: Valid ID (Voter's ID or Voters Registration Record (VRR), Company or Office ID, School ID or any ID with address), Community Tax Certificate (CTC)

Procedure	Duration	Fees	Responsible Person
Step 1. Go to Barangay. Ask ask the Desk Officer for a request slip and fill out the same.	3 minutes		Desk Officer
Step 2. Submit the request slip together with the requirements.	2 minutes		Barangay Secretary
Step 3. Pay Certification Fee. Ask for receipt.	3 minutes	₱0	Barangay Treasurer
Step 4. Preparation of Certificate. Get your Certification.	4 minutes		Barangay Secretary Barangay Barangay
Total response time (within the day)	12 minutes		

Note: There is no Fee to be paid in the barangay and no charge for the subject.

BARANGAY CERTIFICATION FOR EMERGENCY

SERVICE OFFERED: Issuance of Barangay Certification

CLIENTS: Barangay residents, associations, Organizations, students and other Institutions

REQUIREMENTS: Valid ID (Voter's ID or Voters Registration Record (VRR), Company or Office ID, School ID or any ID with address), Community Tax Certificate (CTC)

Procedure	Duration	Fees	Responsible Person
Step 1. Go to Barangay. Ask ask the Desk Officer for a request slip and fill out the same.	3 minutes		Desk Officer
Step 2. Submit the request slip together with the requirements.	2 minutes		Barangay Secretary
Step 3. Preparation of Certificate.	3 minutes		Barangay Secretary
Step 4. Get your certification signed by the Barangay Barangay.	2 minutes		Barangay Secretary Barangay Barangay
Total response time (within the day)	12 minutes	₱0.00	

BACK



ISSUANCE OF CERTIFICATION FOR FAMILY FINANCIAL

SERVICE OFFERED: Issuance of Barangay Certification
CLIENTS: Barangay residents, associations, Organizations, students and other institutions
REQUIREMENTS: Valid ID (Company or Office ID, School ID or any ID with address)

Procedure	Duration	Fees	Responsible Person
Step 1: Go to Barangay Hall, ask the Desk Officer for a request slip and fill up the same.	3 minutes		Desk Officer
Step 2: Submit the request slip together with the requirements.	2 minutes		Barangay Secretary
Step 3: Pay Certification Fee & ask for receipt.	1 minute	20	Barangay Treasurer
Step 4: Issuance of Certificate. Get your Certificate.	4 minutes		Barangay Secretary Pangang-Barangay
Total response time (within the day)	12 minutes		

* Total cost of certification fees is based on the Barangay Ordinance enacted for the purpose.

ISSUANCE OF CERTIFICATION FOR CLOSURE OF BUSINESS

SERVICE OFFERED: Issuance of Barangay Certification
CLIENTS: Barangay residents, associations, Organizations, students and other institutions
REQUIREMENTS: Valid ID (Voter's ID or Voters Registration, Record IVRR, Company or Office ID, School ID or any ID with address)

Procedure	Duration	Fees	Responsible Person
Step 1: Go to Barangay Hall, ask the Desk Officer for a request slip and fill up the same.	3 minutes		Desk Officer
Step 2: Submit the request slip together with the requirements.	2 minutes		Barangay Secretary
Step 3: Pay Certification Fee & ask for receipt.	1 minutes	50	Barangay Treasurer
Step 4: Issuance of Certificate. Get your Certificate.	4 minutes		Barangay Secretary Pangang-Barangay
Total response time (within the day)	12 minutes		

* Total cost of certification fees is based on the Barangay Ordinance enacted for the purpose.

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BAGONG PILIPINAS

CGBCR-SPBac-F003.01

04/05/2024



BARANGAY CERTIFICATION FOR GOOD MORAL CHARACTER

SERVICE OFFERED: Issuance of Barangay Certification
CLIENTS: Barangay residents, associations, Organizations, students and other institutions

REQUIREMENTS: Valid ID (Voter's ID or Voters Registration Record (VRR), Company or Office ID, School ID or any ID with Tax Certificate (CTC) Registration Record address: Community

Procedure	Duration	Fees	Responsible Person
Step 1. Go to Barangay Hall, ask the desk officer for a request slip and fill up the same	3 minutes		Desk Officer
Step 2. Submit the request slip together with the requirements	2 minutes		Barangay Secretary
Step 3. Pay Contribution Fee & ask for receipt	3 minutes	20	Barangay Treasurer
Step 4. Issuance of Certificate. Get your Certificate	4 minutes		Barangay Secretary (Purok) Barangay
Total response time (within the day)	12 minutes		

The cost of Certificate Fee is based on the barangay order that is based on the purpose
BARANGAY CERTIFICATION FOR NO BUS NEED

SERVICE OFFERED: Issuance of Barangay Certification
CLIENTS: Barangay residents, associations, Organizations, students and other institutions

REQUIREMENTS: Valid ID (Voter's ID or Voters Registration Record (VRR), Company or Office ID, School ID) Community Tax Certificate (CTC)

Procedure	Duration	Fees	Responsible Person
Step 1. Go to Barangay Hall, ask the desk officer for a request slip and fill up the same	3 minutes		Desk Officer
Step 2. Submit the request slip together with the requirements	2 minutes		Barangay Secretary
Step 3. Pay Contribution Fee & ask for receipt	3 minutes	20	Barangay Treasurer
Step 4. Issuance of Certificate	4 minutes		Barangay Secretary (Purok) Barangay
Total response time (within the day)	12 minutes		

The cost of Certificate Fee is based on the barangay order that is based on the purpose

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OFFICE OF THE SANGGUNIANG PANLUNGSOD BACORNG PILIPINAS

CGBCR-SPBac-F003.01
 04/05/2024



1. Issuance of Barangay Clearance for Drivers and Operators of Motorcycle and Pedicab

SERVICE OFFERED: Issuance of Barangay Clearance
CLIENT: Barangay Residents, associations and Organizations
REQUIREMENTS: (DTI) Valid ID (Water's ID or Voters Registration Record (VRR),
 Company or Office ID, School ID or any ID with address)
 Community Tax Certificate (CTC)

Procedures	Duration	Fees	Responsible Person
Step 1. Go to Barangay Hall, ask the desk officer for a request slip and fill up the same.	3 minutes		Desk Officer
Step 2. Submit the request slip together with the requirements.	2 minutes		Barangay Treasurer
Step 3. Pay Certification Fee \$ ask for receipt	3 minutes	50	Barangay Treasurer
Step 4. Use your Certificate	4 minutes		Barangay Treasurer Planning Barangay
Total response time (within the day)	12 minutes		

This service is available for a fee of 50.00 per Barangay ordinance and is not for the purpose

BARANGAY CLEARANCE for TODA

SERVICE OFFERED: Issuance of Tricycle or Pedicab Clearance
Client: Drivers and Operators of tricycle or pedicab
REQUIREMENTS: Bio Data Current Year Community Tax Certificate, Quotation from Tricycle Operators and Driver Association (TODA) and Photocopy of Franchise or from PEDICAB Association and Photocopy of ID as TODA Member

Procedures	Duration	Fees	Responsible Person
Step 1. Go to Barangay Hall, use the desk officer for a request slip and fill up the same.	3 minutes		Desk Officer
Step 2. Present the requirements for assessment.	2 minutes		Desk Secretary
Step 3. Pay certificate fee and give for a receipt	3 minutes	50	Barangay Treasurer
Step 4. Printing Preparation of Certificate (Get the Barangay Clearance)	4 minutes		Barangay Secretary Planning Barangay
Total Response time (Within the day)	12 minutes		

This service is available for a fee of 50.00 per Barangay ordinance and is not for the purpose

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OFFICE OF THE SANGGUNIANG PANLUNGSOD

BAGONG PILIPINAS

CGBCR-SP0ac-F003.01

04/05/2024



1. BANGAY CLEARANCE OR CERTIFICATION

For Indigents, students, PWDs, Senior Citizen, and other constituents requesting for burial and financial or medical assistance

OFFICIAL OFFICER: Barangay Clearance as a requirement or application of the Municipality or City Business Permit

CLIENT: Indigents, students, PWDs, Senior Citizen, and other constituents

REQUIREMENTS: New Application Current Year Community Tax Certificate of company or owner, Valid ID with present address

Procedures	Duration	Fees	Responsible Person
Step 1: Go to Barangay Hall, ask the Desk Officer for a request slip and fill it up in the same	3 minutes		Desk Officer
Step 2: Submit the request slip together with the requirements	2 minutes		Barangay Secretary
Step 3: Prepare final Certificate Get your Barangay Clearance	5 minutes		Barangay Secretary Barangay Treasurer
Total Response Time (Within the day)	10 minutes	Free	

Time of completion is based on the barangay procedure needed for the purpose

2. REQUIREMENTS FOR OTHER CERTIFICATION OR CLEARANCE FOR OTHER PURPOSES OTHER THAN BURIAL AND MEDICAL ASSISTANCE

CLIENTS: Barangay residents, Associations and Organization

REQUIREMENTS: Any ID that the applicant is a resident of the barangay and/or supporting documents for the purpose of other certifications Community Tax Certificate

Procedures	Duration	Fees	Responsible Person
Step 1: Go to Barangay Hall, ask the Desk Officer for a request slip and fill it up in the same	3 minutes		Desk Officer
Step 2: Present the requirements for assessment	1 minutes		Desk Secretary
Step 3: Pay certification fee and ask for a receipt	1 minutes	0	Barangay Treasurer
Step 4: Printing Preparation of Certification Get Certification or Certificate	5 minutes		Barangay Secretary Barangay Treasurer
Total Response Time (Within the day)	10 minutes		

Time of completion is based on the barangay procedure needed for the purpose

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CGBCR-SP8ac-F003.01

04/05/2024



COMMUNITY DATA CERTIFICATE

SERVICE OFFERED: Issuance of CTC
CLIENT: Residents, businessmen, Corporations

Procedures	Duration	Fees	Responsible Person
Step 1. Go to Barangay, meet with the Desk Officer for a request slip and fill in the same.	3 minutes		Desk Officer
Step 2. Go to City Hall for application slip.	2 minutes		Desk Officer
Step 3. Pay the cost of CTC, P20.00	3 minutes	20	Barangay Treasurer
Step 4. Preparation of CTC. Get your CTC.	4 minutes		Barangay Treasurer
Total Response time (Within the day)	12 minutes		

REPRODUCTION OF BARANGAY RECORDS, DATA AND SIMILAR DOCUMENTS

Reproduction of barangay Records, data and similar documents
 Residents, businessmen, corporation, government offices

Procedures	Duration	Fees	Responsible Person
Step 1. Go to barangay, meet with the Desk Officer for a request slip and fill up the same.	3 minutes		Desk Officer
Step 2. Go to City Hall for the application slip.	2 minutes		Desk Officer
Step 3. Pay the cost of reproduction of documents requested.	1 minute	20	Barangay Treasurer
Step 4. Preparation of the requested document.	4 minutes		Barangay Secretary
Total Response time	10 minutes		

ISSUANCE OF COMPLAINT AND PAMBARANGAN WITH CERTIFICATION

SERVICE OFFERED: Issuance of Certificate to File Action
CLIENT: Complainant or Respondent

Procedures	Duration	Fees	Responsible Person
Step 1. Go to Barangay, meet with the Desk Officer and fill up the request slip.	5 minutes		Desk Officer
Step 2. Go to City Hall for application slip.	4 minutes		Desk Officer
Step 3. Pay the cost.	5 minutes		Barangay Treasurer
Step 4. Preparation of Certificate to File Action.	3 minutes		Barangay Secretary
Total Response time	17 minutes		

For more information, please visit the City Hall or contact the City Hall.

BACK



SERVICES OFFERED: ISSUANCE OF CERTIFICATE TO BAR ACTION

Client:

Respondent:

Procedures	Duration	Fees	Responsible Person
Step 1. Go to Barangay Hall, ask the Lupon Officer, and fill up the request slip.	5 minutes		Funong Barangay
Step 2. Present proof that the person requesting CFA is the complainant.	10 minutes		Funong Barangay
Step 3. Pay the Certificate.	5 minutes	20	Barangay Treasurer
Step 4. Preparation of Certificate. Get CFA.	20 minutes		Barangay Secretary
Total Response time	40 minutes		

The total Certificate Fee is based on the barangay ordinance enacted for the purpose.

SERVICES OFFERED: ISSUANCE OF CERTIFICATE TO BAR COUNTER-CLAIM

Client:

Complainant:

Requirements: Proof of Identity of Proper Party

Procedures	Duration	Fees	Responsible Person
Step 1. Go to Barangay Hall, ask the Lupon Officer, and fill up the request slip.	5 minutes		Funong Barangay
Step 2. Present proof that the person requesting CFA is the complainant.	10 minutes		Funong Barangay
Step 3. Pay the Certificate.	5 minutes	20	Barangay Treasurer
Step 4. Preparation of Certificate. Get CFA.	20 minutes		Barangay Secretary
Total Response time	40 minutes		

The total Certificate Fee is based on the barangay ordinance enacted for the purpose.

BACK



LIST OF SERVICES OFFERED BY THE OFFICE OF THE SANGGUNIANG PANLUNGSOD

SERVICE OFFERED: Issuance of BPO

CLIENT: Offended party, parent or guardian of offended party, ascendants, descendants or collateral relative 4th civil degree or consanguinity of affinity, ISWAG, social worker of LGU, police officer, Punong Barangay or kagawad

Procedures	Duration	Fees	Responsible Person
Step 1. Victim or witness, survivor reports incident to the barangay	2 minutes		Punong Barangay
Step 2. Desk officer refers to P&C or Kagawad. P&C or Kagawad interviews victim, records, and advises her to file an application	2 minutes		Punong Barangay, Kagawad
Step 3. Punong Barangay, Kagawad conducts ex parte Proceedings for the issuance of BPO			Punong Barangay, Kagawad
Step 4. P&C/Kagawad issues BPO by the Punong Barangay. In case BPO is issued by the Kagawad, it should be attested to by the Kagawad that the PB is unavailable	Within the day		Barangay Secretary
Total Response time (Within the day)	Within the day	20	

The cost of BPOs, even fees, is based on the barangay ordinance enacted for the purpose

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I How to Avail of the Frontline Service

All requests for frontline services must be in writing using the sample request slip.

II Procedure in Filing Complaints

The clientele shall be provided with all necessary assistance on how his or her complaint shall be acted upon by the barangay.

Clientele: Residents, Traders and other Affected Requesting Parties

Procedures	Duration	Fees	Responsible Person
Step 1. Prepare a complaint letter addressed to Punong Barangay		50	Barry Secretary
Step 2. Hearing investigation	Within 2 days		Barangay Kagawad
Step 3. Complainant gets the decision with a full explanation by the Punong Barangay as to the explanation why the request is denied or delayed. The decision may be an apology or explanation.	Within 2 days		Punong Barangay
Total no. of days	3 days		

III Feedback Mechanism

Performance Pledge
All the officials and employees of Barangay Tugali I, pledge and commit to deliver quality public services and to abide by the following service standards:
• All barangay transactions under this City's Charter shall be provided at 8:00am to 5:00pm, and may extend time, whenever it is necessary.
• Act immediately and respond accordingly to the request.
• Act promptly on request, within 5 days of it's simple transactions or within 10 working days for it's complex transactions, etc.
• Maintain office demeanor by wearing appropriate attire or uniform with identification, and or name plate at all times.

- Talk to the Desk Officer for your suggestions and feedback on service experience.
- Put in the drop box at the barangay lobby your suggestions or feedback for consideration.

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