BARANGAY BANTOG
Municipality of Anao
Province of Tarlac

CITIZEN'S CHARTER
2025 (1st Edition)

I. MANDATE:

As the basic political unit, the Barangay serves as the primary planning and implementing unit of government policies, plans, programs, projects, and activities in the community, and as a forum wherein the collective views of the people may be expressed, crystallized and considered, and where disputes may be amicably settled.

II. VISION:

"Progressive barangay with healthy and unified citizen, living in a clean and peaceful environment, Governed by God-fearing leaders."

III. MISSION:

"To encourage unity, self-discipline and cooperation among constituents to have a peaceful and progressive community."

IV. SERVICE PLEDGE:

We commit to effectively and efficiently fulfil our duties of delivering quality and sustainable services as mandated in our powers and responsibilities and as stated in this Citizens' Charter.

We commit ourselves to be exemplars of good governance and of good citizenry by providing examples of transparency, accountability and pro-people measures. We surrender ourselves to the will of the people of which we are serving, towards a just, humane and innovative barangay.

On Vicinity

- The barangay shall promote a smoke-free barangay hall for the safety and health of its employees and visitors.
- The barangay shall provide a clean and sanitary comfort room for all the employees and visitors.
- A waiting area should be provided for the visitor's convenience.
- The barangay shall promote an environmentally friendly atmosphere within and outside its vicinity.

On Customer Service

- The barangay shall train and empower employees to be courteous and to be customer oriented at all times.
- The barangay shall provide priority comfortable waiting areas for the women, the elderly, children and the differently-abled people.
- The barangay shall provide assistance to the pregnant, elderly and the differently abled people at all times.
- Attend to all applicants or requesting parties who are within the premises of the barangay prior to the end of official working hours and during lunch break.
- All employees should prioritize the needs of all the visitors at all times.

On Inquiries regarding Barangay Services

- All employees shall respond for not more than 2 minutes to all the inquiries and concerns of all its visitors.
- All complaints shall be addressed to the Punong Barangay and shall be responded upon immediately for not more than 2 days upon receiving the letter.
- A copy of this citizens' charter shall be posted to the easily identifiable areas within the vicinity of the barangay for people's reference regarding the services of our barangay.

On Receiving and Responding to Letters

- Receive all letters addressed to the barangay and log it properly for tracking purposes.
- The barangay shall respond immediately within 2 days upon receiving the letter.
- The employee responsible for receiving the letter shall endorse the letter to proper office within the day the letter has been received.

LIST OF SERVICES

Issuance of Barangay Certification **5**

Issuance of Barangay Clearance
Issuance of Barangay Clearance as a requirement for the Municipal/City Business Permit (Mayor's Permit) 6

Issuance of tricycle/pedicab clearance 7

Use of barangay facilities and properties **8**

Socio-economic Services
Livelihood Training – Livelihood Training (No fee required) 9

Issuance of Certification for Senior Citizen and Solo Parent
as prerequisite for the issuance of Senior Citizen and Solo Parent ID 11

Issuance of Certification for Indigent Resident
for Financial Assistance Requests 12

Health Services
Scheduled Immunization (for measles, anti-polio, cholera) 13

Environmental Services
Garbage Collection 16

Issuance of Certification of no objection as a prerequisite of city/municipality for the issuance of permit to cut trees 14

Katarungang Pambarangay
Filing Complaints in the Katarungang Pambarangay 15

Issuance of Certificate to File Action (CFA) 16

Certificate to Bar Action (CBA) 17

Certificate to Bar Counter-Claim (CBC) 18

Issuance of Barangay Protection Order **20**

.

BARANGAY CERTIFICATIONS

Issuance of Barangay Certification

Barangay Certifications are issued by the barangay depending on the purpose of the client, such as certificate of residency, of good standing in the community, no pending case filed in the barangay, etc. The barangay in the exercise of its taxing power may levy fees and charges for services rendered.

Office or Division		Office of the Punong Barangay		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		*barangay residents, barangay associations, organizations, students*		
Checklist of Requirements		**Where to Secure**		
Valid ID		School, Company or Office, Government Offices		
Community Tax Certificate (CTC)		Office of the Municipal Treasurer		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing time**	**Responsible Person**
1. Go to Barangay Hall, ask the Desk Officer for a request slip and fill up the same	1. Give the request slip to client and ask to accomplish the same	0	2 minutes	Barangay Secretary
2. Submit the request slip together with the requirements	2.1 Receive the request slip 2.2 Receive the required documents and check for completeness	0	2 minutes	Barangay Secretary
3. Pay Certification fee Php 50.00 plus Php 30.00 for documentary stamp and ask for receipt (per Barangay Ordinance No. 001 s. 02019)	3.1 Issue the Order of Payment of all required documents were given 3.2 Accept the payment based on Order of Payment 3.3 Start processing the request	50.00 plus 30.00	3 minutes	Barangay Treasurer
4. Get your certification	4.1 Check the Official Receipt 4.2 Issue the Certificate to the client	0	5 minutes	Barangay Secretary and Punong barangay
	TOTAL	**P 80.00**	**12 minutes**	

BARANGAY CLEARANCE

Service Offered: Issuance of Barangay Clearance as a requirement for the Municipal/City Business Permit (Mayor's Permit)

A requirement before the municipality issues on the license or permit for any business or activity. The barangay clearance is obtained from the barangay where the intended business or activity is located or conducted.

This integration of Barangay Clearance issuance as requirement for the issuance of Business permit is in compliance with the Ease of Doing Business (EODB Law).

Office or Division	Office of the Punong Barangay
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Corporations, Traders, Retailers, Businessmen
Checklist of Requirements	**Where to Secure**
Valid ID	School, Company or Office, Government Offices
Community Tax Certificate (CTC)	Office of the Municipal or Barangay Treasurer

Client Steps	Agency Action	Fees to be paid	Processing time	Responsible Person
1. Go to Barangay Hall, ask the Desk Officer for a request slip and fill up the same	1. Give the request slip to client and ask to accomplish the same	0	3 minutes	Barangay Secretary
2. Submit the request slip together with the requirements	2.1 Receive the request slip 2.2 Receive the required documents and check for completeness	0	2 minutes	Barangay Secretary
3. Pay Clearance fee with the amount stipulated Barangay Ordinance No. 001 s. 2015	3.1 Issue the Order of Payment of all required documents were given 3.2 Accept the payment based on Order of Payment 3.3 Start processing the request	Minimum of 100.00 stamp but depending on the type of business	5 minutes	Barangay Treasurer
4. Get your Barangay Clearance	4.1 Check the Official Receipt 4.2 Issue the Certificate to the client	0	15 minutes	Barangay Secretary and Punong barangay

TOTAL	**Minimum of 100.00**	**25 minutes**	

FOR TRICYCLE/PEDICAB CLEARANCE

Service Offered: Issuance of tricycle/pedicab clearance

Office or Division		Office of the Punong Barangay		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		drivers and operators of tricycle/pedicab		
Checklist of Requirements		**Where to Secure**		
Photocopy of ID as TODA Member		Tricycles Operators and Drivers Associations		
Community Tax Certificate (CTC)		Office of the Municipal Treasurer		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing time**	**Responsible Person**
1. Go to Barangay Hall, ask the Desk Officer for a request slip and fill up the same	1. Give the request slip to client and ask to accomplish the same	0	3 minutes	Barangay Secretary
2. Submit the request slip together with the requirements	2.1 Receive the request slip 2.2 Receive the required documents and check for completeness	0	2 minutes	Barangay Secretary
3. Pay Clearance fee with the amount stipulated Barangay Ordinance No. 001 s. 2015	3.1 Issue the Order of Payment of all required documents were given 3.2 Accept the payment based on Order of Payment 3.3 Start processing the request	50.00	5 minutes	Barangay Treasurer
4. Get your Barangay Clearance	4.1 Check the Official Receipt 4.2 Issue the Certificate to the client	0	10 minutes	Barangay Secretary and Punong barangay
	TOTAL	**50.00**	**20 minutes**	

BARANGAY FACILITIES AND PROPERTIES

The barangay may collect reasonable fees and charges for the use of barangay owned properties or service facilities. A corresponding barangay ordinance is required as basis.

Service Offered: Use of Barangay facilities and properties

Office or Division		Office of the Punong Barangay		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Residents, Sports Players; Traders, etc		
Checklist of Requirements		**Where to Secure**		
Valid ID		School, Company or Office, Government Offices		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing time**	**Responsible Person**
1. Go to Barangay Hall, ask the Desk Officer for a request slip and fill up the same	1. Give the request slip to client and ask to accomplish the same 2. Receive the request slip 3.Receive the required documents and check for completeness 4. Check the availability of the items to be borrowed or the facilities to be used	0	3 minutes	Barangay Secretary
2. Pay the cost of rental of facilities required a stipulated in the Barangay Ordinance No. 001 S 2015.	2.1 Issue the Order of Payment of all required documents were given 2.2 Accept the payment based on Order of Payment 2.3 Start processing the request	(Free of Charge)	5 minutes	Barangay Treasurer
3. Get the approval of the Punong Barangay	3.1 Note approval from the Punong Barangay	0	8 minutes	Punong Barangay
	TOTAL	(Free of Charge)	**16 minutes**	

The cost of rentals of barangay properties, facilities in the Tax Revenue Code are:
(No Fees)

- Jeep; Jeepney; AUV
    - Per day or fraction thereof ……Php _____
    - **Gasoline is at the expense of the borrower**
- Motorized tricycle
    - Per day or fraction thereof ……. . . Php _____
    - **Gasoline is at expense of the borrower**
- Motorcycle
    - Per day or fraction thereof ……Php _____
    - **Gasoline is at expense of the borrower*
- Computer- P_____/hour
- Typewriter – P_____/hour
- Sound System – P_____/day
- Other equipment not specified above – P_____/day for tent
  P_____/day for table and chairs

Usage of Barangay Facilities (No Fees)

	AMOUNT OF FEES Day / Night
1. Covered Court	
a. Fundraising activities, Concert	Php _____
b. Physical Activities (games)	
1st one hour:	Php _____
Succeeding hours:	Php _____
c. Social Events (birthdays, reunions, etc.)	Php _____
2. Barangay Hall	Php _____
3. Barangay Health Station	Php _____

SOCIO-ECONOMIC SERVICES – the local government units, in promoting the general welfare of its constituents encourage and support the development of appropriate and self-reliant scientific and technological capabilities of its constituents.

Services Offered: Livelihood Training – Livelihood Training (No fee required**)**

Office or Division		Office of the Punong Barangay		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Residents 18 years old and above		
Checklist of Requirements		**Where to Secure**		
Valid ID		School, Company or Office, Government Offices		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing time**	**Responsible Person**
Step 1. Go to Barangay Hall, ask the Desk Officer for a request slip and fill up the same	1. Give the request slip to client and ask to accomplish the same 2. Receive the request slip 3. Check the ID if the client is a resident of the barangay	0	3 minutes	Desk Officer
Step 2. Go to Livelihood and Cooperative Development Office and present the requirements for Assessment and Verification	2.1Check the ID of the client and the request slip 2.2Check the list of livelihood training	0	15 minutes	Kagawad, Chairman of Livelihood Committee
Step 3. Decision (Approved or Disapproved)	3.1Give the schedule of the livelihood training	0	5 minutes	Kagawad, Chairman of Livelihood Committee
	TOTAL	0	**23 minutes**	

Issuance of Certification for Senior Citizen and Solo Parent as prerequisite for the issuance of Senior Citizen and Solo Parent ID.

Service Offered: Issuance of Certification for Senior Citizen and Solo Parent

Office or Division		Office of the Punong Barangay		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Senior Citizen and Solo Parent		
Checklist of Requirements		**Where to Secure**		
Valid ID		School, Company or Office, Government Offices		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing time**	**Responsible Person**
1. Go to Barangay Hall, ask the Desk Officer for a request slip and fill up the same	1. Give the request slip to client and ask to accomplish the same 2. Receive the request slip	0	3 minutes	Desk Officer
2. Present the requirements for assessment	2.1 Check the ID if the client is a resident of the barangay 2.2 Check the Registry of Barangay Inhabitants	0	5 minutes	Chairman on the Committee on Women Children, Family and the Elderly
3. Probing Interview	3.1Conduct short interview for Verification 3.2 Print and Preparation of the Certification	0	15 minutes	Chairman on the Committee on Women Children, Family and the Elderly
4. Get Certification	4.1 Issuance of Certification	0	2	Punong Barangay
	TOTAL	0	**20 minutes**	

ISSUANCE OF CERTIFICATE OF INDIGENCY

Service Offered: Issuance of Certification for Indigent Resident for Financial Assistance Requests

Office or Division	Office of the Punong Barangay
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Senior Citizen and Solo Parent
Checklist of Requirements	**Where to Secure**
Valid ID	School, Company or Office, Government Offices

Client Steps	Agency Action	Fees to be paid	Processing time	Responsible Person
1. Go to Barangay Hall, ask the Desk Officer for a request slip and fill up the same	1. Give the request slip to client and ask to accomplish the same 2. Receive the request slip	0	3 minutes	Desk Officer
2. Present the requirements for assessment	2.1 Check the ID if the client is a resident of the barangay 2.2 Check the Registry of Barangay Inhabitants	0	5 minutes	Barangay Secretary
3. Probing Interview	3.1Conduct short interview for Verification 3.2 Print and Preparation of the Certification	0	15 minutes	Barangay Secretary
4. Get Certification	4.1 Issuance of Certification	0	2	Punong Barangay
	TOTAL	**0**	**20 minutes**	

HEALTH SERVICES – is one of the responsibilities of the national agency devolved to the LGU. For the barangays, health and social welfare include maintenance of barangay health center and day care center.

Services Offered: Scheduled Immunization (for measles, anti-polio, cholera)

Office or Division		Office of the Punong Barangay		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Children ages 0-5		
Checklist of Requirements		**Where to Secure**		
None		None		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing time**	**Responsible Person**
1. Go to Barangay Hall, ask the Desk Officer for a request slip and fill up the same	1. Give the request slip to client and ask to accomplish the same 2. Receive the request slip	0	15 minutes	Barangay Health Worker
2. For new patients, fill up the information sheet/patient's profile, and get the health booklet; For old patients, bring the health booklet every visit and present to the attending health worker. Have patient's file updated	2.1 Check the Information in the profile form/booklet	0	10 min	Barangay Health Worker
3. Get schedule for immunization	3.1Give the date of immunization 3.2 Log the name of the child in the record book of the scheduled immunization	0	15 minutes	Brgy. Health Worker or Aide
	TOTAL	**0**	**20 minutes**	

ENVIRONMENTAL SERVICES – for the barangays, one of the basic services and facilities include those related to general hygiene and sanitation, beautification and solid waste collection.

Services Offered: Garbage Collection

Office or Division		Office of the Punong Barangay		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All residents		
Checklist of Requirements		**Where to Secure**		
None		None		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing time**	**Responsible Person**
1. Go to Barangay Hall and inquire on the schedule of collection of garbage in your respective area	1. Orient the client on the schedule of garbage collection and the type of waste scheduled per collection day	0	20 minutes	Barangay Desk officer
2. Bring segregated garbage in designated drop off points or have it collected in your respective homes at designated time	2. Ensure that the right type of waste material was brought in the collection point	0	10 min	Barangay Committee on Environment
	TOTAL	**0**	**20 minutes**	

CERTIFICATE TO CUT TREES

Services Offered: Issuance of Certification of no objection as a prerequisite of city/municipality for the issuance of permit to cut trees

Office or Division		Office of the Punong Barangay		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All residents and non-residents but with real property in the barangay		
Checklist of Requirements		**Where to Secure**		
Valid ID		School, Company or Office, Government Offices		
Request letter from the owner of the land where tree is located		Client		
Proof of ownership of the property where the tree is located		Assessor's Office		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing time**	**Responsible Person**
1. Go to Barangay Hall, ask the Desk Officer for a request slip and fill up the same	1. Give the request slip to client and ask to accomplish the same 2. Receive the request slip	0	2 minutes	Barangay Desk Officer
2. Present the requirements	2.1Check the requirements	0	2 minutes	Barangay Desk Officer
3. Pay Barangay Clearance fee and get your Official Receipt	3.1 Issue the Order of Payment of all required documents were given 3.2 Accept the payment based on Order of Payment 3.3 Start processing the request	100.00	2 minutes	Barangay Treasusrer
4. Get your barangay clearance	4.1 Give the Barangay Clearance 4.2 Give the Official Receipt	0	10 minutes	Barangay Secretary and Punong Barangay
	TOTAL	**100.00**	**16 minutes**	

KATARUNGANG PAMBARANGAY

Services provided: Filing Complaints In The Katarungang Pambarangay – in relation to the services provided by the barangay on the applications submitted by the clients.

Office or Division		Office of the Lupong Tagapamayapa		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All residents and non-residents but who have complaints to residents of the barangay		
Checklist of Requirements		**Where to Secure**		
Valid ID		School, Company or Office, Government Offices		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing time**	**Responsible Person**
1. Prepare a complaint-letter addressed to Punong Barangay	1. Give the KP Form 7 (sumbong) and accomplish the same 2. Receive the *Sumbong*	0	10 minutes	Barangay Desk Officer
2. Payment of KP Filing Fee (P 100.00 as per Ordinance Number 001 S 2015	2.1 Receive Filing Fee	100.00	5 minutes	Barangay Treasurer
3. Invitation and Summon given to complainant and respondent respectively	3.1Record the complaint and place a docket number 3.2 Prepare KP Fom 9 "Patawag" 3.3 Distribute the Invitation and summon	0	Within 24 hours	Barangay Secretary and Punong Barangay
	TOTAL	**100.00**	**1 day**	

CERTIFICATE TO FILE ACTION (CFA) is issued by the Punong Barangay upon request by the *complainant and respondent*: a) when there has been a personal confrontation between the parties before the Punong Barangay but mediation failed and b) when confrontation between the parties before the Pangkat Tagapagkasundo but did not result into a settlement, and therefore, corresponding complaint for the dispute *may now be filed in court.*

Service Offered: Issuance of Certificate to File Action (CFA)

Office or Division		Office of the Lupong Tagapamayapa		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Katarungang Pambarangay Complainant and Respondent		
Checklist of Requirements		**Where to Secure**		
Valid ID		School, Company or Office, Government Offices		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing time**	**Responsible Person**
1. Go to Barangay Hall/Lupon Office and fill-up request slip	1. Give the request Slip	0	5 minutes	Barangay Desk Officer
2. Present proof that the person requesting CFA is the complainant or respondent	2.1 Get the ID and check if the same is either the complainant or responded 2.2 Validate the merit of the issuance of the Certificate to file action	0	30 minutes	Lupon Secretary and Chairman of the Lupong Tagapamayapa
3. Get the Certification	3.1 Issue the CFA	0	10 minutes	Lupon Secretary and Chairman of the Lupong Tagapamayapa
	TOTAL	**0**	**45 minutes**	

CERTIFICATE TO FILE ACTION (CFA) is issued by the Punong Barangay upon request by the complainant, when there has been a personal confrontation between the parties before the Punong Barangay for mediation, but failed, as the *respondent willfully failed to appear without justifiable reason at the conciliation proceedings* before the Pangkat, and therefore, corresponding complaint for the dispute *may now be filed in court.*

Office or Division		Office of the Lupong Tagapamayapa		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Katarungang Pambarangay Complainant		
Checklist of Requirements		**Where to Secure**		
Valid ID		School, Company or Office, Government Offices		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing time**	**Responsible Person**
1. Go to Barangay Hall/Lupon Office and fill-up request slip	1. Give the request Slip	0	5 minutes	Barangay Desk Officer
2. Present proof that the person requesting CFA is the complainant or respondent	2.1 Get the ID and check if the same is either the complainant or responded 2.2 Validate the merit of the issuance of the Certificate to file action	0	30 minutes	Lupon Secretary and Chairman of the Lupong Tagapamayapa
3. Get the Certification	3.1 Issue the CFA	0	10 minutes	Lupon Secretary and Chairman of the Lupong Tagapamayapa
	TOTAL	**0**	**45 minutes**	

CERTIFICATE TO BAR ACTION (CBA) – is issued in the event that the case was dismissed due to the willful failure or refusal of the complainant to appear for hearing before the Punong Barangay/Pangkat Tagapagkasundo and therefore complainants are barred from filing an action in court/government agency.

Service Offered: Issuance of Certificate to Bar Action

Office or Division		Office of the Lupong Tagapamayapa		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Katarungang Pambarangay Respondent		
Checklist of Requirements		**Where to Secure**		
Valid ID		School, Company or Office, Government Offices		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing time**	**Responsible Person**
1. Go to Barangay Hall/Lupon Office and fill-up request slip	1. Give the request Slip	0	5 minutes	Barangay Desk Officer
2. Present proof that the person requesting CBA is the complainant or respondent	2.1 Get the ID and check if the same is either the complainant or respondent 2.2 Validate the merit of the issuance of the Certificate to file action	0	30 minutes	Lupon Secretary and Chairman of the Lupong Tagapamayapa
3. Get the Certification	3.1 Issue the CBA	0	10 minutes	Lupon Secretary and Chairman of the Lupong Tagapamayapa
	TOTAL	**0**	**45 minutes**	

CERTIFICATE TO BAR COUNTER-CLAIM (CBC) – is issued in the event that prior notice and hearing, the respondents have been found to have willfully failed or refused to appear without justifiable reasons before the Punong Barangay/Pangkat ng Tagapagkasundo and therefore respondent is barred from filing their counter-claim, (if any), arising from the complaint in court/government agency.

Service Offered: Issuance of Certificate to bar Counter-Claim

Office or Division		Office of the Lupong Tagapamayapa		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Katarungang Pambarangay Complainant		
Checklist of Requirements		**Where to Secure**		
Valid ID		School, Company or Office, Government Offices		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing time**	**Responsible Person**
1. Go to Barangay Hall/Lupon Office and fill-up request slip	1. Give the request Slip	0	5 minutes	Barangay Desk Officer
2. Present proof that the person requesting CBA is the complainant or respondent	2.1 Get the ID and check if the same is either the complainant or responded 2.2 Validate the merit of the issuance of the Certificate to file action	0	30 minutes	Lupon Secretary and Chairman of the Lupong Tagapamayapa
3. Get the Certification	3.1 Issue the CBA	0	10 minutes	Lupon Secretary and Chairman of the Lupong Tagapamayapa
	TOTAL	**0**	**45 minutes**	

BARANGAY PROTECTION ORDER (BPO) – refers to the protection order issued by the Punong Barangay or if PB is unavailable, by Kagawad, ordering the offender to desist from committing or threatening physical harm to the victim.

Office or Division		Office of the Punong Barangay		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Offended party; parents or guardian of offended party, ascendants, descendants or collateral relative within 4th civil degree of consanguinity or affinity, DSWD, social worker of LGU; police officers, Punong Barangay or Kagawad		
Checklist of Requirements		**Where to Secure**		
Valid ID		School, Company or Office, Government Offices		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing time**	**Responsible Person**
1. Victim or petitioner survivor reports incident to the barangay	1. Record the incident	0	2 minutes	Desk Officer
2. Desk Officer refers to PB or Kagawad. PB or Kagawad interviews victim, records, and advices her to file an application for BPO	2.1 Conduct probing interview	0	2 minutes	Kagawad on Women and Children
3. PB/Kagawad conducts ex parte proceedings for the issuance of BPO	3.1 Validate the merit of the issuance of the Protection Order	0	30 minutes	Punong Barangay / Kagawad
4. PB/Kagawad issues BPO by the Punong Barangay. Incase BPO is issued by the Kagawad, it should be attested to by the Kagawad that the PB is unavailable	4.1 Issuance of the BPO	0	1 hour	Punong Barangay Attending Kagawad
	TOTAL	**0**	**1 hour and 34 minutes**	

ALLOWABLE PERIOD FOR EXTENSION

For the grant of clearance which require verification or onsite inspection of business sites, extension may be allowed up to seven days only to conform with the LGC.

FEEDBACK MECHANISM

To know the expansion rating of the barangay service, feedback mechanisms such as suggestion box or text messaging, e-mail or hotlines shall be provided.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Answer the client feedback form and drop in the designated box in the Desk officer: **Contact No. 09569662279** **Facebook Account: Jefferson M. Agapay** **EmailAddress: jeffersonagapay79@gmail.com**
How feedbacks are processed?	Every Friday, the Kagawad on Duty opens the drop box and compiles and records all feedbacks submitted. Feedback requiring answers are forwarded to Punong Barangay who will discuss with the barangay functionaries involved The answer of the personnel is then relayed to the citizen. For inquiries and follow-ups, clients may contact the barangay.
How to file a complaint?	Answer the Client Complain Form and drop it at the designated drop box in front of the Desk officer Table. Complaints can also be filed by Facebook and Email. Make sure to provide the following information -Name of person being complained - Incident -Evidence
How Complaint are processed?	Every Friday, the Kagawad on Duty opens the drop box and compiles and records all feedbacks submitted.

	Feedback requiring answers are forwarded to Punong Barangay who will discuss with the barangay functionaries involved The answer of the personnel is then relayed to the citizen. For inquiries and follow-ups, clients may contact the barangay. PB. Dominador R. Rafil Kgd. Joseph S. Angala Kgd. Kathrina A. Aban Kgd. Bernardino C. Gallardo Kgd. Jomar A. Fernandez Kgd. George S. Peralta Kgd. Roel G. Gallardo Kgd. Jackson D. Carbonel SK. Janine Rhea B. Hailar Sec. Jefferson M. Agapay Treas. Susan A. Pascua Chief Edwin Quilondrino BNS Femy C. Garcia BHW Snooky Angala
Contact Information of CCB,PCC and ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565