# BARANGAY RIZAL
## Municipality of Anao
## Province of Tarlac

# CITIZEN'S CHARTER
# 2025 (1st Edition)

Republic of the Philippines
Province of Cavite
Municipality of Indang
**Barangay Rizal**

## 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:** To live in a place where people settled comfortably, happily and in great prosperity all through out.

**III. MISSION:** The Barangay Officials as well as the residents should stand side by side to be able to achieve whatever goals and aspirations they have in mind.

## 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 environmental 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.

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## 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<br>2.2 Receive the required documents and check for completeness | 0 | 2 minutes | Barangay Secretary |
| *3.* Pay Certification fee Php 50.00, and ask for receipt (per Barangay Ordinance No. 001 s. 02019 ) | 3.1 Issue the Order of Payment of all required documents were given<br>3.2 Accept the payment based on Order of Payment<br>3.3 Start processing the request | 0 | 3 minutes | Barangay Treasurer |
| *4.* Get your certification | 4.1 Check the Official Receipt<br>4.2 Issue the Certificate to the client | 0 | 5 minutes | Barangay Secretary, and Punong barangay |
| **TOTAL** | | **P 0.00** | **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 Municipal Business Permit and Licensing Office (BPLO) with office address, Purok 1, Barangay Rizal, Anao, Tarlac.

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) and Indang Municipal Ordinance Number 305 series of 2024,

**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<br>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. 2019 | 3.1 Issue the Order of Payment of all required documents were given<br>3.2 Accept the payment based on Order of Payment<br>3.3 Start processing the request | 0 | 5 minutes | Barangay Treasurer |
| *4*. Get your Barangay Clearance | 4.1 Check the Official Receipt<br>4.2 Issue the Certificate to the client | 0 | 10 minutes | Barangay Secretary, and Punong barangay |
| **TOTAL** | | **0.00** | **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<br>2. Receive the request slip<br>3.Receive the required documents and check for completeness<br>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. 2019 | 2.1 Issue the Order of Payment of all required documents were given<br>2.2 Accept the payment based on Order of Payment<br>2.3 Start processing the request | Depending on the amount as stated in the Revenue Code | 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** | | Depending on the amount as stated in the Revenue Code | **16 minutes** | |

The cost of rentals of barangay properties, facilities in the Tax Revenue Code are:

1. Palay/Copra Dryer
2. Rental fee per pay or fraction thereof P2.00
3. Kuliglig
   Per hour or fraction thereof P150/day
4. Kulong-Kulong
   Per hour or fraction thereof P200/day
5. Other Equipment
   Per day or fraction thereof

a. Generator per day or a fraction thereof P200/day
b. Grass Cutter per day or a fraction thereof P250/day

6. Basketball Court
   -with lights per day or a fraction thereof P250/day
   - without lights per day or a fraction thereof P200/day
7. Canopy P50/day
8. Plastic Chairs P 5.00 per piece/day
9. Wooden & Plastic Table P25.00 per piece/day
10. Sound System P200/day
11. Photocopier P2.00/page
12. Weighing Scale P30/day
13. Projector P200/day

Usage of Barangay Facilities

| | AMOUNT OF FEES Day / Night |
|---|---|
| 1. Covered Court | |
| a. Fundraising activities, Concert | Php 0 |
| b. Physical Activities (games) | |
| 1st one hour: | Php 0 |
| Succeeding hours: | Php 0 |
| c. Social Events (birthdays, reunions, etc.) | Php 0 |
| 2. Barangay Hall | Php 0 |
| 3. Barangay Health Station | Php 0 |

**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<br>2. Receive the request slip<br>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<br>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<br>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<br>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<br>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, Solo Parent and people who are unable to afford basic necessities | | |
| **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<br>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<br>2.2 Check the Registry of Barangay Inhabitants | 0 | 5 minutes | Barangay Secretary |
| *3. Probing* Interview | 3.1Conduct short interview for Verification<br>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<br>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<br>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** | |

**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<br>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 Documentary stamp tax, then get your Official Receipt | 3.1 Issue the Order of Payment of all required documents were given<br>3.2 Accept the payment based on Order of Payment<br>3.3 Start processing the request | 50.00 | 2 minutes | Barangay Treasurer |
| *4.* Get your barangay clearance | 4.1 Give the Barangay Clearance<br>4.2 Give the Official Receipt | 0 | 10 minutes | Barangay Secretary and Punong Barangay |
| **TOTAL** | | **50.00** | **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<br>2. Receive the *Sumbong* | 0 | 10 minutes | Barangay Desk Officer |
| 2. Payment of KP Filing Fee (P 100.00 as per Ordinance Number 001-2019) and Summon Fee P50.00 | 2.1 Receive Filing Fee | 100.00<br>50.00 | 5 minutes | Barangay Treasurer |
| 3. Invitation and Summon given to complainant and respondent respectively | 3.1Record the complaint and place a docket number<br>3.2 Prepare KP Fom 9 “Patawag”<br>3.3 Distribute the Invitation and summon | | Within 24 hours | Barangay Secretary and Punong Barangay |
| **TOTAL** | | **150.00** | **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<br>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 responded<br>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<br>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.<br>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<br><br>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:<br><br>**Contact No. 09165544796**<br><br>**FacebookAccount: https://www.facebook.com/ywh.brrga**<br><br>**Email Address: yawehbarroga@gmail.com** |
| How feedbacks are processed? | Every Friday, the Kagawad on Duty opens the drop box and compiles and records all feedbacks submitted.<br><br>Feedback requiring answers are forwarded to Punong Barangay who will discuss with the barangay functionaries involved<br><br>The answer of the personnel is then relayed to the citizen.<br><br>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.<br>Complaints can also be filed by Facebook and Email. Make sure to provide the following information<br>-Name of person being complained<br>- Incident<br>-Evidence |
| How Complaint are processed? | Every Friday, the Kagawad on Duty opens the drop box and compiles and records all feedbacks submitted.<br><br>Feedback requiring answers are forwarded to Punong Barangay who will discuss with the barangay functionaries involved<br><br>The answer of the personnel is then relayed to the citizen.<br><br>For inquiries and follow-ups, clients may contact the barangay. |

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| Contact Information of CCB,PCC and ARTA | ARTA: complaints@arta.gov.ph<br><br>PCC: 8888<br><br>CCB: 0908-881-6565 |