



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

A. Francisco Gold Condominium II, EDSA cor. Mapagmahal St.
Diliman, Quezon City



December 9, 2010

MEMORANDUM CIRCULAR
NO. 2010 - 142

TO: ALL PROVINCIAL GOVERNORS, CITY/MUNICIPAL MAYORS,
PUNONG BARANGAYS, DILG REGIONAL DIRECTORS AND FIELD
OFFICERS AND OTHERS CONCERNED

SUBJECT: IMPLEMENTATION OF THE ANTI-RED TAPE ACT AT THE
BARANGAYS

Republic Act 9485, otherwise known as the Anti-Red Tape Act of 2007, its IRR and MC 2008-164, mandate the government agencies and the Local Government Units to set up service standards to be known as Citizen's Charter in the form of information billboards to be posted at the main entrance of office or at the most conspicuous places, or in the form of materials written in English, Filipino or in the local dialect.

In the implementation of the Anti Red Tape Act at the barangay level, the Punong Barangay shall create a Task Force to formally write and package the Citizen's Charter of the barangay.

In formulating the Citizen's Charter, the barangay shall be guided by Rule IV of the IRR of RA 9485, or the Anti-Red Tape Act.

I. Organization of a Task Force

The Punong Barangay shall create a Task Force and shall designate a Chairman. Suggested members of the Task Force are:

Members: Sangguniang Barangay member (*preferably Chairman of Good Government or Public Ethics Committee*)
Barangay Administrator, *if any*
Barangay Secretary
Barangay Treasurer
Representative from the business sector
Non-government organization representative
Volunteer Barangay Resident

II. Duties and responsibilities of the Task Force:

1. The Task Force shall determine the transactions or processes which constitute frontline services, such as, but not limited to the following:
 - a. Barangay Clearance
 - b. Barangay Certification

- c. Taxes
 - d. Service Fees or Charges
 - e. Other Fees and Charges
 - f. Community Tax Certificate
 - g. Agricultural Support Services
 - h. Health and Social Welfare Services
 - i. Infrastructure Facilities
 - j. Services and facilities related to hygiene and sanitation, beautification and solid waste collection
 - k. Issuance of BPO under the AVAWC
 - l. Issuance of Certificate to File Action under the Katarungang Pambarangay
2. Undertake re-engineering of transaction systems and procedures
 - a. Review or assess the existing systems and procedures, if any, and determine whether the same are compliant with the law;
 - b. Set new standards and procedures in accordance with the Anti-Red Tape Act
 3. Adopt a working schedule to ensure uninterrupted delivery of frontline service.
 4. Establish public assistance or complaint desk.
 5. If feasible, institute hotline numbers, short messaging services information communication technology and other mechanisms by which the clients may adequately express their complaints, comments or suggestions; and
 6. Institute a one-stop shop or walk-in service counter or special lanes for pregnant women, senior citizen and persons with disabilities.

III. Adoption and Implementation of the Barangay Citizen's Charter

To ensure the successful implementation of the Charter, the Punong Barangay, as the Chief Executive and head of the Task Force, shall:

1. Conduct consultative meetings with the residents, users, beneficiaries for the refinement of the Charter
2. Initiate the passage of resolution to operationalize the Citizen's Charter
3. Formally issue and release the Charter
4. Monitor and periodically review the implementation of the Charter

IV. Accountability of Punong Barangay

The Punong Barangay shall be primarily responsible for the implementation of the Anti-Red Tape Act in the barangay and shall be held accountable to the public in rendering fast, efficient, and reliable service. In case of failure to comply, appropriate charges may be filed against the Punong Barangay under existing laws and rules, before the appropriate forum.

V. Fund Source

All expenses incurred on activities conducted to implement the Anti-Red Tape Act Of 2007 or RA 9485 shall be charged against the regular budget of the barangay.

VI. Role of the City and Municipal Mayors

All city and municipal mayors, in the exercise of their supervisory powers over the barangays in their respective units shall ensure that the barangays have their respective Citizen's Charter.

VII. Role of DILG

All DILG Regional Directors, Provincial and City Directors and Municipal Local Government Operations Officers are directed to disseminate this Memorandum Circular and to extend technical assistance to the barangays in the implementation of the Anti-Red Tape Act.

For compliance.


JESSE M. ROBREDO
Secretary



Attachments:

- 1) Model Barangay Citizen's Charter
- 2) Sample Executive Order Mandating the Development of a Citizen's Charter and Creating the Task Force for the Purpose and Appropriating Funds Therefor
- 3) Sample Ordinance Implementing the Citizen's Charter and Providing Penalties for Violation Thereof

Republic of the Philippines
Province of C
Municipality of B
BARANGAY A

CITIZEN'S CHARTER

VISION:

An independent and progressive barangay advocating principles and practices of good governance that help build and nurture honesty and responsibility among its public officials and employees and take appropriate measures to promote transparency in transacting with the public.

MISSION:

To be able to actively carry out the mandates and ensure transparency, honesty and efficiency in the delivery of services in the barangay.

I. Frontline Services Offered

a. The following are the services offered:

- 1) Issuance of Barangay Certification
- 2) Issuance of Barangay Clearance
- 3) Issuance of Community Tax Certificate
- 4) Reproduction of barangay records, data, and similar documents
- 5) Use of barangay facilities and properties
- 6) Socio-economic Services
- 7) Health Services
- 8) Environmental Services
- 9) Issuance of Certification to File Action (CFA), Certification to Bar Action or Certification to Bar Counterclaim (CBC)
- 10) Issuance of Barangay Protection Order

Except for the issuance of Barangay Protection Order (BPO), all barangay transactions under this Citizen's Charter shall be conducted at 8:00 a.m. to 5:00 p.m.

All officers and employees of the barangay who directly attend to the frontline services, shall at all times, wear identification card or nameplates.

b. How to avail the frontline services

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

1) 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.

1. Service Offered: *Issuance of Barangay Certification*

2. Clients: *barangay residents, barangay associations, organizations, students*

3. Requirements:

- For Old residents: Valid ID (school ID, company/office ID, voter's ID and the likes); and Community Tax Certificate (CTC);
- For new residents: Valid ID; CTC; and **endorsement** from any of the following:
 - ✓ Purok Leader
 - ✓ Homeowners' Association President
 - ✓ Barangay Officials;
 - ✓ Barangay residents known to barangay officials

4. Steps in securing a barangay certification:

Follow These Steps	Duration of Transaction	Accountable Person
Step 1. Go to Barangay Hall, ask the Desk Officer for a request slip and fill up the same	2 minutes	Desk Officer Chito Damaso
Step 2. Submit the request slip together with the requirements	2 minutes	Bgy. Sec. Maria Santos
Step 3. Pay Certification fee Php 25.00, & ask for receipt (per Barangay Ordinance No. 001, s. 2008)	3 minutes	Bgy. Treasurer Jose dela Cruz
Step 4. Get your Certification	5 minutes	Bgy. Sec Maria Santos /Punong Bgy Samuel Garcia
<i>Total Response Time (w/in the day)</i>	12 minutes	

2) BARANGAY CLEARANCE - a requirement before the city or municipality issues any 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.

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

- Clientele: *Corporations, Traders, Retailers, Businessmen, etc.*
- Requirements:
 - ✓ Valid ID (company/office ID, voter's ID, etc.)
 - ✓ Community Tax Certificate (CTC)
- Steps in securing this type of barangay clearance:

Follow These Steps	Duration of Transaction	Accountable Person
<i>Step 1.</i> Go to Barangay Hall, ask the Desk Officer for a request slip and fill up the same	3 minutes	Desk Officer Chito Damaso
<i>Step 2.</i> Submit the request slip together with the requirements	2 minutes	Bgy. Sec. Maria Santos
<i>Step 3.</i> Pay Clearance fee Php 500.00, & ask for receipt (per Barangay Ordinance No. 002, s. 2008)	5 minutes	Bgy. Treasurer Jose dela Cruz
<i>Step 4.</i> Get your Barangay Clearance	<i>If simple, 15 minutes;</i> <i>if complex (needs verification),</i> 2 days	Bgy. Sec. Maria Santos /Punong Brgy Samuel Garcia
<i>Total Response Time (w/in the day)</i>	<i>If simple, 25 minutes;</i> <i>if complex, 2 days</i>	

2. Service Offered: *Issuance of Barangay Clearance* for small business (with gross sales or receipts of Php50,000.00, in case of city barangays and Php 30,000.00 or less for municipal barangays).

- Clientele: *Hawkers, peddlers, sari-sari store owners, etc..*
- Requirements:
 - ✓ Valid ID (school ID, company/office ID, voter's ID etc.); and
 - ✓ Community Tax Certificate (CTC)
- Steps in securing this type of barangay clearance

Follow These Steps	Duration of Transaction	Accountable Person
<i>Step 1.</i> Go to Barangay Hall, ask the Desk Officer for a request slip and fill up the same	3 minutes	Desk Officer Chito Damaso
<i>Step 2.</i> Submit the request slip together with the requirements	2 minutes	Bgy. Sec. Maria Santos
<i>Step 3.</i> Pay Clearance fee Php 100.00, & ask for receipt (per Barangay Ordinance No. 002, s. 2008)	3 minutes	Bgy. Treasurer Jose dela Cruz`
<i>Step 4.</i> Get your Barangay Clearance	<i>If simple, 15 minutes;</i> <i>if complex (needs verification), 2 days</i>	Bgy. Sec. Maria Santos /Punong Bgy Samuel Garcia
<i>Total Response Time (w/in the day)</i>	<i>If simple, 23 minutes;</i> <i>if complex, 2 days</i>	

3. FOR TRICYCLE/PEDICAB CLEARANCE

- Service Offered: Issuance of tricycle/pedicab clearance
- Clientele: drivers and operators of tricycle/pedicab
- Requirements:
 - ✓ Bio-Data
 - ✓ Community Tax Certificate
 - ✓ Clearance from Tricycle Operators and Drivers Association (TODA) and Photocopy of Franchise or from PEDICAB Association; and
 - ✓ Photocopy of ID as TODA Member
- Steps in securing this type of barangay clearance

Follow These Steps	Duration of Transaction	Accountable Person
<i>Step 1.</i> Go to Barangay Hall, ask the Desk Officer for a request slip and fill up the same	3 minutes	Desk Officer Chito Damaso
<i>Step 2.</i> Present the requirements	2 minutes	Desk Officer Chito Damaso
<i>Step 3.</i> Pay Clearance fee Php 200.00, & get official receipt (per Barangay Ordinance No.	5 minutes	Bgy. Treasurer Jose dela Cruz

002, s. 2008)		
<i>Step 4.</i> Get your Barangay Clearance	10 minutes	Bgy. Sec. Maria Santos / Punong Brgy Samuel Garcia
<i>Total Response Time (w/in the day)</i>	20 minutes	

3) COMMUNITY TAX CERTIFICATE

The barangay may issue CTC provided the barangay treasurer is deputized by the City or Municipal Treasurer.

1. Service Offered: Issuance of CTC
2. Clientele: Residents, businessmen, corporation
3. Steps in securing CTC:

Follow These Steps	Duration of Transaction	Accountable Person
<i>Step 1.</i> Go to Barangay Hall, ask the Desk Officer for a request slip and fill up the same	3 minutes	Desk Officer Chito Damaso
<i>Step 2.</i> Completely fill up the application slip	2 minutes	Desk Officer Chito Damaso
<i>Step 3.</i> Pay the cost of CTC (Cedula)	2 minutes	Bgy. Treasurer Jose dela Cruz
<i>Step 4.</i> Get your CTC	2 minutes	Bgy. Treasurer Jose dela Cruz
<i>Total Response Time (w/in the day)</i>	9 minutes	

4) BARANGAY RECORDS, DATA, AND SIMILAR DOCUMENTS

The barangay maintains records and public documents, such as but not limited to Registry of Barangay Inhabitants (RBIs), Financial Records, List of Registered Voters, Barangay Blotters and similar documents.

Fees and charges may be imposed for the reproduction or photocopy of barangay records.

1. Service Offered: Reproduction of Barangay Records, data and similar documents
2. Clientele: Residents, businessmen, corporation, government offices
3. Steps in securing barangay records, data, and similar document:

Follow These Steps	Duration of Transaction	Accountable Person
<i>Step 1.</i> Go to Barangay Hall, ask the Desk Officer for a request slip and fill up the same	3 minutes	Desk Officer Chito Damaso
<i>Step 2.</i> Pay the cost of reproduction of documents requested (per Barangay Ordinance No. 002, s.2008)	2 minutes	Desk Officer Chito Damaso
<i>Step 3.</i> Get the copy of the document requested	5 minutes	Bgy. Treasurer Jose dela Cruz
<i>Total Response Time (w/in the day)</i>	20 minutes	

The cost of reproduction of documents are:

1. Copy of Barangay Blotter - (Php2.00/page)
2. Copy of Barangay Financial Statement - (Php5.00/page)
3. List of Barangay Residents - (Php50.00)

5) **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.

1. Service Offered: Use of Barangay facilities and properties
2. Clientele: Residents, Sports Players; Traders, etc.
3. Steps

Follow These Steps	Duration of Transaction	Accountable Person
<i>Step 1.</i> Go to Barangay Hall, ask the Desk Officer for a request slip and fill up the same	3 minutes	Desk Officer Chito Damaso
<i>Step 2.</i> Pay the cost of rental of facilities requested	5 minutes	Bgy. Treasurer Jose dela Cruz
<i>Total Response Time (w/in the day)</i>	8 minutes	

The cost of rentals of barangay properties, facilities and reproduction of documents, suggested are:

- Multipurpose hall, pavement, plaza, etc - (Php100.00/hour)
- Sound system - (Php500.00/day)
- Solar dryer - (Php500.00/day)
- Sports facilities - (Php50.00/hour)

6) 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:

1. Livelihood Training - Livelihood Training (No fee required)

- Clientele: Residents
- Requirement:
 - ✓ At least 18 years old
 - ✓ Barangay Certification that he/she is a resident of Barangay Saguing
 - ✓ Community Tax Certificate (Cedula)
 - ✓ 2 pcs. 2x2 ID Picture
- Steps

Follow These Steps	Duration of Transaction	Accountable Person
Step 1. Go to Barangay Hall, ask the Desk Officer for a request slip and fill up the same	3 minutes	Desk Officer Chito Damaso
Step 2. Go to Livelihood and Cooperative Development Office and present the requirements for Assessment and Verification	15 minutes	Kagawad, Chairman of livelihood Commitee
Step 3. Decision (Approved or Disapproved)	5 minutes	Kagawad, Chairman of livelihood Commitee
<i>Total Response Time (w/in the day)</i>	23 minutes	

2. 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
- Clientele: Senior Citizen and Solo parent
- Requirements:

- ✓ Barangay Certification that the applicant is a resident of the Barangay Saguing
- ✓ In the case of Senior Citizen, copy of birth certificate
- ✓ For solo parent, marriage contract and or copy of birth certificate of dependent
- ✓ Community Tax Certificate
- ✓ Two (2) pcs. 2 x 2 ID picture
- Steps

Follow These Steps	Duration of Transaction	Accountable Person
<i>Step1.</i> Go to Barangay Hall, ask the Desk Officer for a request slip and fill up the same	3 minutes	Desk Officer Chito Damaso
<i>Step2.</i> Present the requirements for assessment	5 minutes	Desk Officer Chito Damaso
<i>Step3.</i> Printing/Preparation of Certification	5 minutes	Secretary Maria Santos
<i>Step4.</i> Get Certification of Residency (<i>for senior citizen</i>); <i>and</i> Verification of the barangay that the former is a solo parent (<i>for solo parent</i>).	Senior Citizen, 15 minutes; Solo Parent; next day	Bgy Secretary Maria Santos and Punong Bgy Samuel Garcia
<i>Total Response Time (w/in the day)</i>	Senior citizen, 38 minutes; Solo Parent, 1 day	

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

Services Offered:

1. Immunization (for measles, anti-polio, cholera)

- Clientele: Infants and young children
- Requirement: Proof of barangay residency of parents or guardians
- Steps

Follow These Steps	Duration of Transaction	Accountable Person
<i>Step1.</i> Go to Barangay Hall or Barangay Health Center and fill-up the request slip	15 minutes	Barangay Health Worker or Aide
<i>Step2.</i> For new patients, fill up	For new patients, 15	Barangay Health

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	minutes; for old patients, 10 minutes	Worker or Aide
Step3. Get the desired Immunization	1 hour	Barangay Health Worker or Aide
Step4. Get schedule for next visit	15 minutes	Barangay Health Worker or Aide
<i>Total Response Time</i> <i>New patients</i> <i>Old patients</i>	1 hour, 45 minutes 1 hour, 40 minutes	

2. Maternal Care (Pre-natal and Post-natal)

- Clientele: Women Residents
- Requirements:
 - ✓ proof of residency in the barangay (can be checked with the Registry of Barangay Inhabitants); and
 - ✓ CTC
- Steps

Follow These Steps	Duration of Transaction	Accountable Person
Step1. Go to Barangay Hall or Barangay Health Center and fill-up the request slip	15 minutes	Barangay Health Worker or Aide
Step2. 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	For new patients, 15 minutes; for old patients, 10 minutes	Barangay Health Worker or Aide
Step3. Get the necessary natal check-up	1 hour	Barangay Health Worker or Aide
Step4. Get schedule for next visit	15 minutes	Barangay Health Worker or Aide
<i>Total Response Time</i> <i>New patients</i> <i>Old patients</i>	1 hour, 45 minutes 1 hour, 40 minutes	

3. Medical and Dental Service (Consultation, Cleaning and Tooth Extraction)

- Clientele: Residents
- Requirements:
 - ✓ proof of residency in the barangay (can be checked with the Registry of Barangay Inhabitants)
 - ✓ CTC
- Steps

Follow These Steps	Duration of Transaction	Accountable Person
<i>Step1.</i> Go to Barangay Hall or Barangay Health Center and fill-up the request slip	15 minutes	Barangay Health Worker or Aide
<i>Step2.</i> 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	For new patients, 15 minutes; for old patients, 10 minutes	Barangay Health Worker or Aide
<i>Step3.</i> Get the necessary medical or dental services	1 hour	Attending Medical or Dental doctor
<i>Step4.</i> Get schedule for next visit	15 minutes	Barangay Health Worker or Aide
<i>Total response Time</i> <i>New patients</i> <i>Old patients</i>	1 hour, 45 minutes 1 hour, 40 minutes	

8) 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.

These services are provided by the barangays for environmental protection and sustainability.

Services Offered:

1. Garbage Collection

- Clientele: Residents, Companies

- Steps:

Follow These Steps	Response Time	Accountable Person
<i>Step1.</i> Go to Barangay Hall and inquire on the schedule of collection of garbage in your respective area	Within the day	Barangay utility worker
<i>Step2.</i> Bring segregated garbage in designated drop off points or have it collected in your respective homes at designated time		Barangay utility worker

2. Issuance of clearance as a prerequisite of city/municipality for the issuance of permit to cut trees.

- Clientele: Residents and non-residents
- Requirements:
 - ✓ Valid ID
 - ✓ Community Tax Certificate (CTC)
 - ✓ Proof of ownership of the property where the tree is located

- Steps:

Follow These Steps	Response Time	Accountable Person
<i>Step1.</i> Go to Barangay Hall and ask the Desk Officer/Barangay Staff	2 minutes	PB Samuel Garcia
<i>Step2.</i> Present the requirements	2 minutes	PB Samuel Garcia
<i>Step3.</i> Pay Barangay Clearance fee per Bgy. Ordinance No. ___ and get your Official Receipt	2 minutes	Barangay Treasurer Jose dela Cruz
<i>Step4.</i> Get your barangay clearance	2 minutes	Punong Barangay
<i>Total Response Time</i>	8 minutes	

9) Katarungang Pambarangay

1.a **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)

Clientele: Complainants and Respondents

Follow These Steps	Response Time	Accountable Person
Step1. Go to Barangay Hall/Lupon Office and fill-up the request slip	5 minutes	Punong Barangay
Step2. Present proof that the person requesting CFA is the complainant or respondent	10 minutes	Punong Barangay
Step3. Get Certification	30 minutes	Punong Barangay
Total response Time	45 minutes	

1. b **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*.

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

Clientele: Complainants

Follow These Steps	Response Time	Accountable Person
Step1. Go to Barangay Hall/Lupon Office and fill-up the request slip	5 minutes	Punong Barangay
Step2. Present proof that the person requesting CFA is the complainant	10 minutes	Punong Barangay
Step3. Get Certification	30 minutes	Punong Barangay
Total response Time	45 minutes	

2. **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

Clientele - Respondent

Follow These Steps	Response Time	Accountable Person
<i>Step1.</i> Go to Barangay Hall/Lupon Office and fill-up the request slip	5 minutes	Punong Barangay
<i>Step2.</i> Present proof that the person requesting CBA is the respondent	10 minutes	Punong Barangay
<i>Step3.</i> Get Certification	30 minutes	Punong Barangay
<i>Total response Time</i>	45 minutes	

3. **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

Clientele - Complainant

Requirement: Proof of Identity of proper party

Follow These Steps	Response Time	Accountable Person
<i>Step1.</i> Go to Barangay Hall/Lupon Office and fill-up the request slip	5 minutes	Punong Barangay
<i>Step2.</i> Present proof that the person requesting CBC is the complainant	10 minutes	Punong Barangay
<i>Step3.</i> Get Certification	30 minutes	Punong Barangay
<i>Total response Time</i>	45 minutes	

10) 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. It is effective for 15 days and is not extendible.

Clients: Offended party; parents or guardian of offended party, ascendants, descendants or collateral relative within 4th civil degree or consanguinity of affinity, DSWD, social worker of LGU; police officers, Punong Barangay or Kagawad

Procedures:

Procedures	Response Time	Accountable Person
Step1. Victim or petitioner survivor reports incident to the barangay	2 minutes	Punong Barangay
Step2. Desk officer refer to PB or Kagawad. PB or Kagawad interviews victim, records, and advices her to file an application for BPO	2 minutes	PB/Kagawad
Step3. PB/Kagawad conducts ex parte proceedings for the issuance of BPO		Punong Barangay/Kagawad
Step4. PB/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	Punong Barangay Attending Kagawad
<i>Total Response Time</i>	Within the day	

II. PROCEDURE IN FILING COMPLAINTS - in relation to the services provided by the barangay on the applications submitted by the clients.

Clientele: Residents, Traders, and other Affected Requesting Parties

Follow These Steps	Response Time	Please Approach	Contact Number/ Address
1. Prepare a complaint-letter addressed to Punong Barangay		Desk Officer Chito Damaso	925-3811
2. Hearing/investigation	Within 2 days	Kagawad Borja	925-1319
3. Complainant gets the decision in writing of the action taken by the Punong Barangay or the explanation why the request is denied or	Within 1 day	Punong Barangay Samuel Garcia	920-7654

delayed. The decision may be an apology or explanation			
<i>Total Response Time</i>	3 days		

III. ALLOWABLE PERIOD FOR EXTENSION

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

IV. FEEDBACK MECHANISM

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

Follow These Steps	Action required	Please Approach or Call Contact Number/ Address
For suggestions, request and feedback on service experience and inquiries, call or approach desk officer	Answer telephone calls, e-mails, take note of suggestions and inform the PB for consideration daily, before closing.	Chito Damaso , Desk Officer 925-1138 Cell # 0919-6095993
Drop suggestions in the box available for the purpose in the barangay	Desk Officer checks on the suggestions, records an hour before closing time and submits the same to the PB for consideration.	

Sample of Request Slip

Province of Batangas
Municipality of Mabini
Barangay Saguing
Tel. No. 925-3811
e-mail address: brgysaguing@yahoo.com

Request Slip No. 01

Name: _____

Address: _____

Telephone No. _____

Birthdate: _____

Civil Status _____

Gender: _____

Service requested: _____

Purpose: _____

Date requested: _____

Received By: _____

Name and signature

Date & Time Received: _____

Request Approved/Disapproved :

Reason for disapproval _____

Name and Signature

Punong Barangay

(See posters for requirements)

Submitted By:

Name and Signature
Task Force Head

Members :

Republic of the Philippines
Barangay A, Municipality B, Province C

Office of the Punong Barangay

EXECUTIVE ORDER NO. 01
Series of 2010

AN ORDER MANDATING THE DEVELOPMENT OF A CITIZEN'S CHARTER FOR BARANGAY A, Municipality B, Province C, AND CREATING THE TASK FORCE FOR THE PURPOSE AND APPROPRIATING FUNDS THEREFORE

WHEREAS, Republic Act No. 9485 otherwise known as Anti-Red Tape Act of 2007 declares that it is the policy of the State to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in the government;

WHEREAS, R.A. 9485 mandates the barangay governments to set up service standards to be known as Citizen's Charter in the form of information billboards to be posted at the main entrance of offices or at the most conspicuous place, or in the form of published materials written either in English, Filipino, or in the local dialect;

WHEREAS, the leadership advocates the promotion of good barangay governance through clear, transparent, accountable and responsive public service delivery;

WHEREAS, the leadership is aware of the benefits of having a Citizen's Charter as it improves service delivery, reduce vulnerability to graft and corruption, provide a basis for assessing the performance of the barangay officials and staff, as well as feedback mechanism to determine client satisfaction, equal treatment of clients, availability of complaints and redress mechanism, and opening of opportunity for people participation on service improvement, among others;

WHEREAS, it is the leadership's desire for Barangay A and its residents, to reap the said benefits through the establishment of its own Citizen's Charter.

NOW THEREFORE, by virtue of the powers vested upon me as the local chief executive of BarangayA, hereby order the following:

Section 1. Formulation of a Citizen's Charter for Barangay A. Barangay A shall establish an official document, a service standard, or a pledge, that communicates, in simple terms, information on the services that is provides to its constituents. The said document shall describe the step-by-step procedures for availing a particular service, and shall include the following information:

- a. Vision and mission of the barangay;
- b. Identification of the frontline services offered, and the recipients of such services;
- c. The step-by-step procedure to obtain a particular service;
- d. The officer or employee responsible for each step;
- e. The maximum time to conclude the process;
- f. Document/s to be presented by the client, with a clear indication of the relevancy of said document/s;
- g. The amount of fees, if necessary;

- h. The procedure for filing complaints in relation to requests and applications, including the names and contact details of the officials/channels to approach for redress;
- i. Allowable period for extension due to unusual circumstances; i.e. unforeseen events beyond the control of the barangay government; and
- j. Feedback mechanisms, contact numbers to call and/or persons to approach for recommendations, inquiries, suggestions, and complaints.

Section 2. Creation of the Task Force on Citizen's Charter Preparation. A Task Force on Citizen's Charter Preparation shall be created to take the lead in the formulation, writing and packaging of the Citizen's Charter. The Task Force shall be composed of the following:

Task Force Head – Designated by the Punong Barangay

Members:

- Sangguniang Barangay member (*preferably Chairman of Good Government or Public Ethics Committee*)
- Barangay Administrator, *if any*
- Barangay Secretary
- Barangay Treasurer
- Representative from the business sector
- Non-government organization representative
- Volunteer Barangay Resident

(Note: The Punong Barangay may designate himself as the head of the Task Force)

Section 3. Terms of Reference for the Task Force. The Task Force shall perform the following functions:

- a. Determine the transactions or processes that constitute frontline services, such as, but not limited to:
 1. Issuance of Barangay Certification
 2. Issuance of Barangay Clearance
 3. Issuance of Community Tax Certificate
 4. Reproduction of barangay records, data, and similar documents
 5. Use of barangay facilities and properties
 6. Socio-economic Services
 7. Health Services
 8. Environmental Services
 9. Issuance of Certification to File Action (CFA), Certification to Bar Action (CBA); and Certification to Bar Counterclaim (CBC)
 10. Issuance of Barangay Protection Order
- b. Adopt a working schedule to ensure uninterrupted delivery of frontline service.
- c. Establish public assistance or complaint desk.
- d. If feasible, institute hotline numbers, short messaging services information communication technology and other mechanisms by which the clients may adequately express their complaints, comments or suggestions; and
- e. Institute a one-stop shop or walk-in service counter or special lanes for pregnant women, senior citizen and persons with disabilities.

Section 4. Sanction. All concerned barangay officials, whether elective or appointive, shall also be held responsible and accountable for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient and

reliable service. Failure of all concerned barangay officials to act accordingly shall be penalized pursuant to Section 1, Rule VIII of Implementing Rules and Regulations of R.A. 9485, to with:

(a) Light Offense –

- (1) Refusal to accept application and/or request within the prescribed period or any document being submitted by a client;
- (2) Failure to act on an application and/or request or failure to refer back to the client a request which cannot be acted upon due to lack of requirements/s within the prescribed period;
- (3) Failure to attend to clients who are within the premises of the office concerned prior to the end of official working hours and during lunch break;
- (4) Failure to render frontline services within the prescribed period on an application and/or request without due cause;
- (5) Failure to give the client a written notice on the disapproval of an application or request; and
- (6) Imposition of additional irrelevant requirements other than those listed in the first notice under Rule VI, Section 1 (6).

Penalties for light offenses:

First Offense – Thirty (30) days suspension without pay and mandatory attendance in Values Orientation Program;

Second Offense – Three months suspension without pay

Third Offense – Dismissal and perpetual disqualification from public service.

- (b) Grave Offense –** Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage.

Penalty - Dismissal and perpetual disqualification from public service.

Section 4. Funding. All expenses that will be incurred on activities conducted to implement the Anti-Red Tape Act of RA 9485 shall be charged against the regular budget of the barangay.

Section 4. Effectivity. This Executive Order shall take effect immediately.

Done in the Barangay A, Municipality B, Province C 27th day of March, Two Thousand and Nine.

JUAN DELA CRUZ
Punong Barangay

Republic of the Philippines
Barangay Saguing, Mabini, Batangas

Office of the Sangguniang Barangay

Ordinance No. 2010-10

**AN ORDINANCE IMPLEMENTING THE CITIZEN'S CHARTER OF BARANGAY
SAGUING, MABINI, BATANGAS AND PROVIDING PENALTIES FOR VIOLATION THEREOF**

Introduced by Sangguniang Barangay Members Pedro Domingo and Alfonso Luna

Be it ordained by the Sangguniang Barangay of Saguing, Mabini, Batangas that:

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

Section 2. PURPOSE. This ordinance is enacted to adopt the Citizen's Charter to Institutionalize a mechanism to eliminate red tape and other graft practices in the barangay.

Section 3. DECLARATION OF PRINCIPLES The enactment of this Ordinance is anchored in and its implementation 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 citizen's through the establishment of comments and feedback mechanisms and through simplification of systems and procedures

Section 4. In the pursuit of integrity transparency, accountability and efficiency in the delivery of services in the barangay, the Task Force submitted to this august body the Citizen's Charter. After review, the Charter is found to be in accordance with the Anti-Red Tape Act of 2007 and it is hereby resolved to approve the Citizen's Charter for Barangay Saguing, as attached.

Section 5. Be it ordained by the Sangguniang Barangay of Barangay Saguing that all concerned barangay officials, whether elective or appointive, shall be held responsible and accountable for the implementation of this 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, Rule VIII of Implementing Rules and Regulations of R.A. 9485;

Section 7. This ordinance shall take effect ten (10) days after posting at the entrance of barangay hall and other conspicuous places within the barangay.

ENACTED. December 1, 2010

X----- X

_____ SB Member	_____ SB Member	_____ SB Member
_____ SB Member	_____ SB Member	_____ SK Chairman
_____ SB Member	_____ SB Member	

CERTIFIED CORRECT:

Barangay Secretary

ATTESTED:

Punong Barangay