



## CITIZEN'S CHARTER

<b>ACCREDITATION OF NON-GOVERNMENTAL ORGANIZATION (NGO's) AND PEOPLE'S ORGANIZATION (PO's)</b>					
STEP NO.	STEPS INVOLVED (MGA HAKBANG)	SERVICE PROVIDER (TAGAPAGBIGAY NG SERBISYO)	OFFICE LOCATION (LOKASYON NG TANGGAPAN)	PERSON IN CHARGE (TAONG NAMAMAHALA O DAPAT LAPITAN)	DURATION OF ACTIVITY (TAGAL NG PAGSASAGAWA)
1	<b>INQUIRE FOR ACCREDITATION OF ORGANIZATIONS REQUIREMENTS (MGA KAILANGAN)</b> * Duly Accomplished Application Form * Board Resolution signifying Intention for Accreditation * Certificate of Registration (SEC, DOLE etc) * List of Current Officers and Members * Annual Accomplishment Report * Financial Statement * Profile indicating the purposes and objectives of the Organization * Copy of the Minutes of Meeting of the Organization * Copy of Constitution and By Laws	Explain to the client the requirements and give Application Form (Ipalawanag sa kliyente ang mga kailangan at bigyan ng Application Form)	Office of the Sangguniang Bayan	Lilibeth P. Leynes Eloisa R. Cruzat Vivian P. Pejer	5-10 minutes
2	<b>SUBMISSION OF APPLICATION AND REQUIREMENTS (PAGSUSUMITE NG APLIKASYON AT MGA KINAKAILANGANG DOKUMENTO)</b>	Receive application and check the requirements (Tanggapin ang aplikasyon at tingnan kung kumpleto ang mga kinakailangang dokumento)	Office of the Sangguniang Bayan	Lilibeth P. Leynes Eloisa R. Cruzat Vivian P. Pejer	10 minutes
3	<b>PROCESSING ACCREDITATION (PAGPO-PROSESO NG AKREDITASYON)</b>	Upon instruction of the Committee Chair on Rules, include in the Calendar of Business (Sa pamamgitan ng Komitiba ng Rules, isasama ito sa Gawain/ Agenda ng Pagpupulong)	Office of the Sangguniang Bayan	Lilibeth P. Leynes	Depends upon the schedule of session and its approval (Depende sa nakatakdang sesyon at pag-apruba)
4	<b>PREPARING ACCREDITATION PAPERS (PAGHAHANDA NG DOKUMENTO PARA SA AKREDITASYON)</b>	Prepare the Certificate of Accreditation/ Recognition and Resolution (Paghahanda ng Sertipiko ng Akreditasyon/Pagkilala at Kapasyahan)	Office of the Sangguniang Bayan	Lilibeth P. Leynes	After Approval (Pagkatapos na mapagtibay)
5	<b>ISSUANCE OF CERTIFICATE OF ACCREDITATION/ RECOGNITION AND RESOLUTION (PAGBIGAY NG SERTIPIKO NG AKREDITASYON/ PAGKILALA AT KAPASYAHAN)</b>	Issue Certificate of Accreditation/ Resolution and Resolution (Ibibigay ang Sertipiko ng Akreditasyon/Pagkilala at Kapasyahan)	Office of the Sangguniang Bayan	Lilibeth P. Leynes Eloisa R. Cruzat Vivian P. Pejer	3-5 minutes

## ISSUANCE OF PHOTOCOPY/TRUE COPY OF SANGGUNIANG BAYAN DOCUMENTS

STEP NO.	STEPS INVOLVED (MGA HAKBANG)	SERVICE PROVIDER (TAGAPAGBIGAY NG SERBISYO)	OFFICE LOCATION (LOKASYON NG TANGGAPAN)	PERSON IN CHARGE (TAONG NAMAMAHALA O DAPAT LAPITAN)	DURATION OF ACTIVITY (TAGAL NG PAGSASAGAWA)
1	<p style="text-align: center;"><b>REQUEST FOR SANGGUNIANG BAYAN DOCUMENTS</b> <b>(PAGHILING NG DOKUMENTO SA SANGGUNIANG BAYAN)</b></p> <p>Written Request Requirements (Isulat ang mga hinihiling na dokumento) Name/Address/Number of Copies/Purpose</p>	<p>Search for Requested Documents (Hahanapin ang mga Dokumentong hinihiling)</p>	<p>Office of the Sangguniang Bayan</p>	<p>Lilibeth P. Leynes Eloisa R. Cruzat Vivian P. Pejer</p>	<p>5-10 minutes</p>
2	<p style="text-align: center;"><b>PAY THE CORRESPONDING FEE</b> <b>(BAYARAN NG KAUKULANG HALAGA)</b></p>	<p>Issue Official Receipt (Magbigay ng Opisyal na Resibo)</p>	<p>Mun. Treasurer's Office</p>	<p>MTO Personnel</p>	<p>1-5 minutes</p>
3	<p style="text-align: center;"><b>RELEASING OF REQUESTED DOCUMENTS</b> <b>(PAGBIBIGAY NG HINILING NA DOKUMENTO)</b></p>	<p>Check the OR and release the documents (Suriin kung tama ang nasa resibo at ibigay na ang dokumento)</p>	<p>Office of the Sangguniang Bayan</p>	<p>Lilibeth P. Leynes Eloisa R. Cruzat Vivian P. Pejer</p>	<p>5-8 minutes</p>

## BARANGAY ORDINANCES AND RESOLUTION

STEP NO.	STEPS INVOLVED (MGA HAKBANG)	SERVICE PROVIDER (TAGAPAGBIGAY NG SERBISYO)	OFFICE LOCATION (LOKASYON NG TANGGAPAN)	PERSON IN CHARGE (TAONG NAMAMAHALA O DAPAT LAPITAN)	DURATION OF ACTIVITY (TAGAL NG PAGSASAGAWA)
1	<p style="text-align: center;"><b>REQUEST FOR THE APPROVAL OF ORDINANCES AND RESOLUTIONS (PAGHILING SA PAGPAPATIBAY NG MGA ORDINANSANG PAMBARANGAY AT MGA RESOLUSYON REQUIREMENTS (MGA KINAKAILANGAN)</b></p> <p>* Copy of Barangay Ordinance or Resolution * Minutes of Meeting during Public Hearing * Copy of Attendance</p>	<p>Receive, validate and endorse to SB Secretary for Calendar (Tanggapin, suriin at i-indorso sa Kalihim ng Sangguniang Bayan upang maisama sa Agenda ng Sesyon)</p>	<p>Office of the Sangguniang Bayan</p>	<p>Lilibeth P. Leynes Eloisa R. Cruzat Vivian P. Pejer</p>	<p>5-8 minutes</p>
2	<p style="text-align: center;"><b>PREPARE RESOLUTION/ ORDINANCE FOR AGENDA (PAGHAHANDA NG KAPASIYAHAN, ORDINANSA PARA SA AGENDA)</b></p>	<p>Upon instruction of Committee on Rules, record the same for inclusion in the agenda (Sa utos ng Komitiba ng Rules ay isasama sa talaan ng agenda ang Pambarangay na Kapasiyahan/ Ordinansa)</p>	<p>Office of the Sangguniang Bayan</p>	<p>Lilibeth P. Leynes</p>	

3	<p align="center"><b>REVIEW, DELIBERATION AND APPROVAL (PAGSUSURI, PAGTALAKAY AT PAG-APRUBA)</b></p>	<p>For review and deliberation of SB during the Session (Para sa pagsusuri at pagtalakay ng Sangguniang Bayan sa Sesyon)</p> <p>If the Ordinance or Resolution is approved, prepare the documents to be signed by Presiding Officer and SB Secretary and/or SB members (Kung ang Ordinansa o Kapasiyahan ay naaprubahan, ihahanda ang dokumento na lalagdaan ng Tagapangulo at Kalihim o ng Miyembro ng Sangguniang Bayan)</p> <p>If disapproved or lack of requirements, notify or return the measure to the Punong Barangay or other concerned (Kung hindi naaprubahan dahil sa kulang ang isinumiteng dokumento ay ipaaalam o ibabalik sa Punong Barangay o iba pang nakatalagang opisyal ng barangay)</p>	<p>Office of the Sangguniang Bayan</p> <p>Office of the Sangguniang Bayan</p> <p>Office of the Sangguniang Bayan</p>	<p>Sangguniang Bayan</p> <p>Lilibeth P. Leynes</p> <p>Lilibeth P. Leynes</p>	<p>1 to 3 Sessions of Sangguniang Bayan</p> <p>1 to 3 Sessions of Sangguniang Bayan</p>
4	<p align="center"><b>ISSUANCE OF RESOLUTION/ ORDINANCE (PAGPAPALABAS NG KAPASIYAHAN/ ORDINANSA)</b></p>	<p>Forward the documents to concerned person and agency (Pagbibigay ng kopya ng Kapasiyahan/Ordinansa sa Punong Barangay o iba pang nakatalagang opisyal ng barangay)</p>	<p>Office of the Sangguniang Bayan</p>	<p>Lilibeth P. Leynes Eloisa R. Cruzat Vivian P. Pejer</p>	<p>2-5 minutes</p>

**SECURING SB RESOLUTION FOR RECLASSIFICATION OF AGRICULTURAL LOTS**

STEP NO.	STEPS INVOLVED (MGA HAKBANG)	SERVICE PROVIDER (TAGAPAGBIGAY NG SERBISYO)	OFFICE LOCATION (LOKASYON NG TANGGAPAN)	PERSON IN CHARGE (TAONG NAMAMAHALA/ DAPAT LAPITAN)	DURATION OF ACTIVITY (TAGAL NG PAGESASAGAWA)
1	<p align="center"><b>INQUIRE FOR ACCREDITATION OF ORGANIZATIONS REQUIREMENTS (MGA KAILANGAN)</b></p> <p>1 Letter for Legislative Actions</p> <p>2 Certification from the Department of Environment and Natural Resources stating that the land is classified as alienable and disposable and not needed for forestry purposes</p> <p>3 Certification from the Department of Agriculture as to the total area of existing agricultural/sugar lands in the municipality</p>	<p>Inform client to sign in client's logbook and explain the requirements (Papirmahin sa logbook ng kliyente at ipaliwanag ang mga kailangang dokumento)</p>	<p>Office of the Sangguniang Bayan</p>	<p>Lilibeth P. Leynes Eloisa R. Cruzat Vivian P. Pejer</p>	<p>15 minutes</p>

	<p>4 Certification from the Department of Agrarian Reform indicating that such lands are not distributed or covered by a Notice of Valuation under CARP</p> <p>5 Certification from the Department of Agrarian Reform indicating that such lands are not distributed or covered by a Notice of Valuation under CARP</p>	<p>Inform client to sign in client's logbook and explain the requirements (Papirmahin sa logbook ng kliyente at ipaliwanag ang mga kailangang dokumento)</p>	Office of the Sangguniang Bayan	Lilibeth P. Leynes Eloisa R. Cruzat Vivian P. Pejer	15 minutes
2	<p><b>SUBMISSION OF REQUIREMENTS FOR REVIEW (PAGSUSUMITE NG KINAKAILANGANG DOKUMENTO PARA SA PAGSUSURI)</b></p>	<p>Receive and check the requirements if complete (Tanggapin ang mga dokumento at suriin kung kumpleto)</p>	Office of the Sangguniang Bayan	Lilibeth P. Leynes Eloisa R. Cruzat Vivian P. Pejer	10 minutes
3	<p><b>WAIT FOR LEGISLATIVE ACTIONS (MAGHINTAY NG PAGPAPATIBAY NG SANGGUNIANG BAYAN)</b></p>	<p>Application letter and complete requirements will be placed in the Order of Business for referral to proper committee (Draft Resolution for first reading)</p>	Office of the Sangguniang Bayan	Lilibeth P. Leynes	Depends upon the schedule of session and its approval (Depende sa nakatakdang sesyon at pag-apruba)
4	<p><b>WAIT FOR APPROVAL OF THE RESOLUTION ON THE SECOND AND THIRD READING AFTER TWO SB SESSIONS (HINTAYIN ANG PAG-APRUBA NG KAPASYAHAN PAGKATAPOS NG PANGALAWA AT PANGATLONG PAGBASA)</b></p>	<p>(Ang sulat aplikasyon at kumpletong dokumento ay itatala sa Agenda at isasangguni sa akmang komitiba - para sa unang pagbasa ng panukalang Kapasyahan/Kautusan )</p>	Office of the Sangguniang Bayan	Lilibeth P. Leynes	Depends upon the schedule of session and its approval (Depende sa nakatakdang sesyon at pag-apruba)
5	<p><b>WAIT FOR THE RESOLUTION/ORDINANCE TO BE SIGNED BY THE MUNICIPAL VICE MAYOR AND THE SANGGUNIANG BAYAN ATTESTED BY THE SECRETARY APPROVED BY THE MUNICIPAL MAYOR AFTER 15 WORKING DAYS (PAGBIBIGAY NG SERTIPIKO NG AKREDITASYON/ PAGKILALA AT KAPASYAHAN)</b></p>	<p>Prepare Resolution to be signed by the Municipal Vice Mayor and the Sangguniang Bayan attested by the Secretary approved by the Municipal Mayor after 15 working days (Ihanda ang Kapasyahan na lalagdaan ng Pangalawang Punong Bayan pinatotohanan ng Kalihim at pinagtibay ng Punong Bayan pagkatapos ng labing limang araw)</p>	Office of the Sangguniang Bayan	Lilibeth P. Leynes	15 working days
6	<p><b>FORWARD/ENDORSE THE RESOLUTION/ ORDINANCE TO SANGGUNIANG PANLALAWIGAN FOR APPROVAL (I-ENDORSO ANG KAPASYAHAN/ORDINANSA SA SANGGUNIANG PANLALAWIGAN UPANG MA-APRUBAHAN)</b></p>	<p>Endorse the Resolution/ Ordinance to Sangguniang Panlalawigan (I-endorso ang Kapasyahan/ Ordinansa sa Sangguniang Panlalawigan)</p>	Office of the Sangguniang Panlalawigan	SP Staff	Depends upon the schedule of SP session and its approval (Depende sa nakatakdang sesyon ng Sangguniang Panlalawigan at pag-apruba)
7	<p><b>RECEIVE THE APPROVED RESOLUTION/ ORDINANCE (TANGGAPIN ANG NA-APRUBAHANG KAPASYAHAN/ ORDINANSA)</b></p>	<p>Issue Approved Resolution (Ibigay ang Na-Aprubahang Kapasyahan/ Ordinansa)</p>	Office of the Sangguniang Bayan	Lilibeth P. Leynes Eloisa R. Cruzat Vivian P. Pejer	1-5 minutes

## ISSUANCE OF CERTIFICATION AND ENDORSEMENT

STEP NO.	STEPS INVOLVED (MGA HAKBANG)	SERVICE PROVIDER (TAGAPAGBIGAY NG SERBISYO)	OFFICE LOCATION (LOKASYON NG TANGGAPAN)	PERSON IN CHARGE (TAONG NAMAMAHALA O DAPAT LAPITAN)	DURATION OF ACTIVITY (TAGAL NG PAGSASAGAWA)
1	<b>REQUEST FOR CERTIFICATION AND ENDORSEMENT (KAHILINGAN PARA SA PAGPAPATUNAY)</b>	Listen to inquiry and refer to the concerned person (Pakinggan ang mga itinatanong at ituro sa kinauukulan)	Concerned Office	Concerned Staff	3 minutes
2	<b>PREPARE CERTIFICATE AND ENDORSEMENT (IHANDA ANG PAGPAPATUNAY AT ENDORSEMENT)</b>	Prepare the Certificate or Endorsement (Ihanda ang Pagpapatunay at Endorsement)	Office of the Sangguniang Bayan	Lilibeth P. Leynes Eloisa R. Cruzat Vivian P. Pejer	3 minutes
3	<b>RELEASING OF REQUESTED DOCUMENTS (PAGBIBIGAY NG HINILING NA DOKUMENTO)</b>	Release the Certificate or Endorsement (Ibigay ang Kopya ng Sertipikasyon at Endorsement)	Office of the Sangguniang Bayan	Lilibeth P. Leynes Eloisa R. Cruzat Vivian P. Pejer	3 minutes

## COMPLAINTS/FEEDBACKS

STEP NO.	STEPS INVOLVED	SERVICE PROVIDER	OFFICE LOCATION	PERSON IN CHARGE	DURATION OF ACTIVITY
1	<b>COMPLAIN, SUGGEST OR GIVE FEEDBACK (MGA REKLAMO, SUHESTIYON)</b>	Listen, ask and help the clients in their problem/concern and refer to the appropriate person (Makinig, magtanong at tulungan ang mga kliyente sa kanilang suliranin at ituro sa kinauukulan)	Office of the Sangguniang Bayan	Lilibeth P. Leynes Eloisa R. Cruzat Vivian P. Pejer	3 minutes









Inform client to sign in client's logbook and explain the requirements

(Papirmahin sa logbook ng kliyente at ipaliwanag ang mga kailangang









dokumento)