

FRONTLINE SERVICES OFFERED

a. In compliance with Republic Act 9485, otherwise known as “The Anti-Red Tape Act 2007”, the following services are offered in the Barangay:

- 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 of Certification to Bar Counterclaim (CBC).
- 10) Issuance of Barangay Protection Order

Except for the issuance of Barangay Protection Order (BPO), barangay transactions under this Citizen’s Charter shall be conducted from 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. All requests for frontline services must be in writing, using the attached request slip for the following.

How to Avail the Frontline Services

- 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) Community Tax Certificate (CTC); Barangay Clearance.

For new residents

1. Valid ID, Valid ID and CTC, and endorsement from any of the following:
 - Purok Leader
 - Homeowners Association President
 - Barangay Officers
 - Barangay Residents known to Barangay Officials
2. Proceed to Migration Information Office for Interview
3. Accomplished Record of Barangay Inhabitants Family and Individual
4. Steps in securing a barangay certification:

Follow these Steps/Duration of Transaction/Accountable Person

Steps	Duration of Transaction	Duration	Account Person
1	Go to Office of the Barangay Secretary, ask the Desk officer for a request slip and fill up the same	2 minutes	Desk Officer
2	Submit the request slip together with the requirements	2 minutes	Brgy. Secretary
3	Pay certification fee/Php 30.00, ask for receipt (Note: Certificate of Indigency/CADO/Scholarship/Medical Assistance - FREE	3 minutes	Brgy. Treasurer
4	Get your Certification	5 minutes	Brgy. Secretary/Punong Barangay
	Total Response Time	12 minutes	

2) **BARANGAY CLEARANCE** – is 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.

a. Service Offered: Issuance of Barangay Business 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

Steps	Procedure of Transaction	Duration	Accountable Person
1	Go to business permit and licensing office, ask the Desk Officer for a request slip and fill up the same	3 minutes	Desk Officer
2	Submit the request slip together with the requirements	2 minutes	Brgy. Secretary
3	Pay clearance fee; (fees are posted)	5 minutes	Brgy. Secretary
4	Get your Barangay Clearance		

If simple, 15 minutes; complex (needs verification), 2 days Brgy. Sec. Evangeline F. Delos Santos/Punong Brgy. Mamerto T. Sevilla, Jr.

b. Service Offered: Issuance of Barangay Clearance for small business (with gross sales or receipts of Php 50,000.00, 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

Steps	Procedure of Transaction	Duration	Accountable Person
1	Go to barangay hall, ask the Desk Officer for a request slip and fill up the same	3 minutes	Desk Officer
2	Submit the request slip together with the requirement	2 minutes	Brgy. Secretary
3	Pay clearance fee; ask for receipt	3 minutes	Brgy Treasurer
4	Get your Barangay Clearance		

If simple, 15 minutes; if complex (needs verification), 2 days Brgy. Sec/Punong Brgy.

Total Response Time (w/ in the day)

If simple, 23 minutes; if complex, 2 days

c. 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 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

Steps	Procedure of Transaction	Duration	Accountable Person
1	Go to business permit and licensing office, ask the Desk Officer for a request slip and fill up the same	3 minutes	Desk Officer
2	Present the requirements	2 minutes	Desk Officer
3	Pay clearance fee; get official receipt	5 minutes	Barangay Treasurer
4	Get your barangay clearance	10 minutes	Barangay Secretary/Punong Barangay
5	Total Response Time	20 minutes	

3) COMMUNITY TAX CERTIFICATE

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

- Service Offered: Issuance of CTC
- Clientele: Residents, businessmen, corporation
- Steps in securing CTC:

Follow These Steps Duration of Transaction Accountable Person

Steps	Procedure of transaction	Duration	Accountable Person
1	Go to Barangay hall, ask the Desk Officer for a request slip and fill up the same	3 minutes	Desk Officer
2	Completely fill up the application slip	2 minutes	Desk Officer
3	Pay the cost of CTC (Cedula)	2 minutes	Barangay Treasurer
4	Get your CTC	2 minutes	Barangay Treasurer
5	Total Response Time	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 (RBI's), 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.

- Service offered: Issuance of Barangay ID
Clientel: Residents, 15 years of age and above
Steps in securing Barangay ID:

Follow These Steps Duration of Transaction Accountable Person

Steps	Procedure of transaction	Duration	Accountable Person
1	Go to Office of the Secretary, ask the Desk Officer for a request slip and fill up the same	3 minutes	Desk Officer
2	Pay the cost of reproduction of documents requested	2 minutes	Desk Officer
3	Get the copy of the document requested	5 minutes	Barangay Treasurer
4	Total Response time (w/in) the day	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/page)

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.

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

Follow These Steps Duration of Transaction Accountable Person

Steps	Procedure of Transaction	Duration	Accountable Person
1	Go to Barangay Chairman and submit a written request	3 minutes	Desk Officer
2	Pay the cost of rental of facilities requested, if any	2 minutes	Barangay Treasurer
3	Go to the Office of the Barangay Administrator for scheduling	3 minutes	
	Total Response Time	8 minutes	Barangay Treasurer

The cost of rentals of barangay properties and facilities (table, chairs, parks, sound system, tent, ambulance, service vehicle/transport services, use of annex building) would depend on the number of hours use, day of the occasion, and time involved.

Facilities	Day/Hours of Use	Rate	Electricity
Viewing Chapel	1 day	1,000.00	50.00
Gazebo	1 day	300.00	50.00
Pavilion	1 day	1,500.00	300.00
Covered Court	1 day	2,500.00	500.00
Roofdeck	1 day	500.00	200.00
Function Room 2 nd floor	1 day	2,500.00	400.00
Food Cart	1 day	100.00	
Food Stalls	1 day		Water charge
Banca rentals	1 hour	20.00	
Fishing Activites	Entrance	50.00	25.00 per kl. (catches)
Resident/Non Resident			
Parking (open parking)	1 month	500.00	
	1 hour	40.00	

- 6) **SOCIO-ECONOMIC SERVICES** – the local government unit, in promoting the general welfare of its constituents, encourages and supports the development of appropriate and self-reliant, scientific and technological capabilities of its constituents.

Services Offered:

a. **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 Sucat
 - Community Tax Certificate (Cedula)
 - 2 pcs. 2x2 ID Picture

Follow These Steps Duration of Transaction Accountable Person

Steps	Procedure of Transaction	Duration	Accountable
1	Go to Barangay Hall, ask the Desk Officer for a request slip and fill up the same	3 minutes	Desk Officer
2	Go to the Office of the Barangay Secretary and present the requirements for assessment and verification	15 minutes	Barangay Secretary or Kagawad, Chairman of Livelihood Committee
3	Decision (Approved or Disapproved)	5 minutes	Kagawad, Chairman of Livelihood Committee
	Total Response Time (w/in the day)	23 minutes	

b. **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
- Clientele: Senior Citizen and Solo Parent
- Requirements:
 - Barangay Certification that the application is a resident of the Barangay Sucat
 - 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

Follow These Steps Duration of Transaction Accountable Person

Steps	Duration of Transaction	Duration	Accountable Person
1	Go to the office of secretary, ask the Desk Officer for a request slip and fill up the same	3 minutes	Desk Officer
2	Present the requirements for assessment	5 minutes	Desk Officer
3	Printing/preparation of Certification	5 minutes	Desk Officer
4	Get certification of Residency (for Senior Citizen); and verification of the barangay that the former is a solo parent (for solo parent)	15 minutes Next day	Barangay Secretary
	Total Response Time(w/in the day) Senior	28 minutes 1 day	Brgy. Secretary Punong Barangay