



BARANGAY KANLURAN KABUBUHAYAN, NAGCARLAN, LAGUNA



CITIZEN'S CHARTER

2024

I. Mandate

The Barangay Government of Kanluran Kabubuhayan, Nagcarlan, Laguna shall ensure and support among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants.

II. Vision

We envision 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.

III. Mission

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

IV. Service Pledge

We, the officials and employees of Barangay Kanluran Kabubuhayan, Nagcarlan, Laguna commit to deliver quality public services as promised in this Citizens Charter.



TABLE OF CONTENTS

LIST OF SERVICES

I. Frontline Services Offered

OFFICE OF THE PUNONG BARANGAY	PAGE NO.
a. The following are the services offered	
• Issuance of Barangay Certification	4
• Issuance of Barangay Clearance	5
• Issuance of Community Tax Certificate	6
• Business Clearance	7
- For New Business	7
- For Renewal of Business	8
- Tricycle Permit	9
• Use of barangay facilities and properties	10
 OFFICE OF THE BARANGAY HEALTH CENTER	
• Health Services	11
 OFFICE OF THE PUNONG BARANGAY	
• Environmental Services	13
• Issuance of Barangay Protection Order	14

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.



OFFICE OF THE PUNONG BARANGAY

BARANGAY CERTIFICATION

Office or Division	OFFICE OF THE PUNONG BARANGAY			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail :	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid I.D; CTC or endorsement from any of the following: <ul style="list-style-type: none">• Purok Leader• Barangay Officials		- Client -Respective Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Barangay Secretary and submit the requirements	Interview and evaluate the pertinent information of the client		3 minutes	Secretary
2. Pay Certification fee and ask the receipt		₱ 50.00	5 minutes	Barangay Treasurer
3. Wait for the release of the Certification			5 minutes	Barangay Secretary / Punong Barangay
TOTAL			15 minutes	



BARANGAY CLEARANCE

Office or Division	Office of the Punong Barangay			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail :	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Valid I.DCommunity Tax Certificate (CTC)		<ul style="list-style-type: none">ClientRespective Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Barangay Secretary and submit the requirements	Interview and evaluate the pertinent information of the client		3 minutes	Barangay Secretary
2. Pay Certification fee and ask the receipt		₱ 50.00	3 minutes	Barangay Treasurer
3. Wait for the release of the Barangay Clearance			4 minutes	Barangay Secretary / Punong Barangay
TOTAL			10 minutes	



ISSUANCES OF COMMUNITY TAX CERTIFICATE

Office or Division	Office of the Punong Barangay			
Classification	Simple			
Type of Transaction	G2B/G2C			
Who may avail :	Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification Card 2. CTC Form Slip		1. Company ID, Barangay ID, SSS Umid, GSIS UMID, Driver's License, Comelec ID, etc. 2. Information Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Barangay Treasurer	Assess, instruct client to pay corresponding Taxes		3 minutes	Barangay Treasurer
2. Pay amount due and affix signature and thumb mark		Php 25.00 min Or 1.00 for every 1000 of Gross receipts/Salarie s/ earnings With interest after March	5 minutes	Barangay Treasurer
3. Wait for the release of the CTC			5 minutes	Barangay Treasurer / Punong Barangay
TOTAL			15 minutes	



BUSINESS CLEARANCE

a. For New Business

Office or Division	Office of the Punong Barangay			
Classification	Simple			
Type of Transaction	G2B- Government to Business			
Who may avail :	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid I.D 2. Community Tax Certificate (CTC)		- Client - Respective Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to the Brgy. Secretary and submit the requirements	Interview and evaluate the pertinent information of the client		3 minutes	Brgy. Secretary
2.Pay Business Clearance fee and ask the receipt		100.00	3 minutes	Brgy. Treasurer
3.Wait for the release of the Business Clearance			4 minutes	Brgy. Secretary/ Punong Brgy.
TOTAL			10 minutes	



b. For Renewal of Business

Office or Division	Office of the Punong Barangay			
Classification	Simple			
Type of Transaction	Government to citizen			
Who may avail :	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Previous Mayor's Permit 2. Official Receipt (Barangay Clearance Fee)		- Office of the Mayor - Barangay Clearance		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Secretary / Clerk and submit requirements	Verify the document presented	Cottage 100 Small 50 Medium 100 Large 200 Apartment 300	10 minutes	Secretary
2. Secure the Barangay Clearance	Issue the Barangay Clearance		5 minutes	Secretary
TOTAL			15 minutes	



c. For Tricycle Permit

Office or Division	Office of the Punong Barangay			
Classification	Simple			
Type of Transaction	Government to citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tricycle Franchise 2. Certification from Association President 3. Tricycle OR/CR 4. Driver's License 5. Tariff 6. LTO authorization (for temporary / no plate)		- Municipal Franchising Office - Office of the Association's President - LTO - LTO - Municipal Franchising Office - LTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIONING TIME	PERSON RESPONSIBLE
1. Proceed to the Secretary / Clerk and submit requirements	Verify the document presented	₱ 50.00	10 minutes	Secretary / Clerk
2. Secure the Barangay Clearance	Issue the Barangay Clearance		5 minutes	Secretary / Clerk
TOTAL		₱ 50.00	15 minutes	



USE OF BARANGAY FACILITIES AND EQUIPMENT

Office or Division	Office of the Punong Barangay	
Classification	Simple	
Type of Transaction	G2C-Government to Citizen	
Who may avail	All	
CLIENT STEPS	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Barangay Hall	3 minutes	Officer of the Day
2. Pay the cost rental of Barangay Facilities and Equipment	3 minutes	Barangay Treasurer
3. Wait for the release of the of receipt	4 minutes	Barangay Treasurer
TOTAL	10 minutes	



OFFICE OF BARANGAY HEALTH CENTER

Health Services

Office or Division	Health Center of the Barangay	
Classification	Simple	
Type of Transaction	G2G/G2C	
Who may avail:	Pregnant, infants, children, pre-natal, post-natal	
CLIENT STEPS	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Barangay Health Center	10 minutes	BHW, BNS, Barangay Nurse
2. State the necessary Medical Services	5 minutes	BHW, BNS, Barangay Nurse
3. Get the schedule for the next visit	3 minutes	BHW, BNS, Barangay Nurse
TOTAL	18 minutes	



OFFICE OF THE PUNONG BARANGAY

Office or Division	Barangay MRF	
Classification	Simple	
Type of Transaction	G2C	
Who may avail :	All resident	
CLIENT STEPS	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Barangay Hall and inquire on the schedule of collection of garbage in your respective area	Within the day	Officer of the Day
2. Bring segregated garbage in designated drop off points or have it collected in your respective homes at designated time	5 minutes	Officer of the Day



Environmental Services

Office or Division	Office of the Punong Barangay	
Classification	Complex	
Type of Transaction	G2G/G2C	
Who may avail :	Parent or Guardian collateral relative with 4 th degree	
CLIENT STEPS	PROCESSING TIME	PERSON RESPONSIBLE
1. Victim or petitioner survivor	2 minutes	Punong Barangay
2. Desk officer refer to PB or Kagawad. PB or Kagawad interviews victim, records, and advices her to file an application for BPO	2 minutes	Punong Barangay / Kagawad
3. PB/Kagawad conducts ex parte proceedings for the issuance of BPO		Punong Barangay / Kagawad
4. 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.		Punong Barangay Attending Kagawad
TOTAL RESPONSE	Time within the day	



Issuance of Barangay Protection Order

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<ul style="list-style-type: none">• Answer the client feedback form and give it to the front desk information officer
How feedback is processed?	<ul style="list-style-type: none">• Every Friday, the front desk information officer compiles and records all feedback submitted• Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback• The answer of the office is then relayed to the citizen
How to file complaints?	<ul style="list-style-type: none">• Answer the client complaint form and give it to the front desk officer .• Complaints can also be filed via telephone. Make sure to provide the following information:<ul style="list-style-type: none">- Name of person being complained- Incident- Evidence
How complaints are processed?	<ul style="list-style-type: none">• The front desk officer evaluates each complaint• The front desk officer shall start the investigation and forward the complaint to the relevant office for their explanation.• The front desk officer will create a report after the investigation and shall submit it to the head of agency for appropriate action.• The Front Desk Officer will give the feedback to the client• For inquiries and follow ups clients may contact the following telephone number• 566-8276



NAME	POSITION	CONTACT INFORMATION
HON. BEN T. PLATERO	Punong Barangay	
HON. JERRYME M. PUMA	Barangay Kagawad	
HON. DELIA A. PASION	Barangay Kagawad	
HON. JOEL V. JOVELLANO	Barangay Kagawad	
HON. MICHELLE A. CRESENCIO	Barangay Kagawad	
HON. JOSEPHINE H. PLATERO	Barangay Kagawad	
HON. JESSE E. GRANADA	Barangay Kagawad	
HON. GELASCIO B. PASION	Barangay Kagawad	
HON. GABRIEL MATTHEW P. LOPEZ	SK Chairperson	
WINDY H. BALUYO	Barangay Secretary	0951 054 2661
LERMA B. CRESENCIO	Barangay Treasurer	



ENACTED. March 6, 2024

JERRYME M. PUMA
SB Member

DELIA A. PASION
SB Member

JOEL V. JOVELLANO
SB Member

MICHELLE A. CRESENCIO
SB Member

JOSEPHINE H. PLATERO
SB Member

JESSE E. GRANADA
SB Member

GELASCIO B. PASION
SB Member

LERMA B. CRESENCIO
Barangay Treasurer

GABRIEL MATTHEW P. LOPEZ
SK Chairperson

CERTIFIED CORRECT:

WINDY H. BALUYO
Barangay Secretary

ATTESTED:

HON. BEN T. PLATERO
Punong Barangay