Republic of the Philippines
City of Baguio
Brookside Barangay

CITIZENS CHARTER

VISION:

A dynamic community and center of education, health, socio-economic and cultural development.

MISSION:

To provide total quality management through literacy programs, health and social development, and preserve the indigenous culture by nurturing an energetic community.

CORE VALUES:

Brookside Barangay are: Brave, responsible, obedient, open-minded, knowledgeable, Systematic, Industrious, dedicated and, efficient

1) FRONTLINE SERVICES OFFERED
   a) Services offered by Brookside Barangay:
      i) Barangay Clearance
      ii) Barangay Certification
      iii) Barangay Business Clearance
      iv) Reproduction of Barangay records, data, and other similar documents
      v) Use of Barangay facilities and properties
      vi) Katarungang Pambarangay
      vii) Barangay Protection Order
      viii) Education
      ix) Peace and Order
      x) Trade And Industry
      xi) Budget and Appropriation
      xii) Public Works, Highways and, Communication
      xiii) Social Services
      xiv) Health and Sanitation

All Barangay transactions under the Citizens Charter shall be conducted at 9:00AM to 12:00PM and 2:00PM to 5:00PM from Monday to Saturday.

2) PROCEDURES FOR FRONTLINE SERVICES

All application, requests, inquiries shall be in writing using the Daily Journal Log Book or other logbook necessary for the proper recording.

i) Barangay Clearance

Client: Constituents of at least six months residency, Barangay associations and/or organizations.

Requirements:

Latest Community Tax Certificate

Shall be duly registered in the Barangay census (those not in the census shall secure a certification from the Land Lord/Lady at present.)

Procedure:

Protocol	Time limit	Accountable person
STEP 1: Go to Barangay Hall and ask the Barangay secretary for Barangay Clearance and present CTC.	30 Seconds	Barangay Secretary: Sharon D. As-il
STEP 2: Barangay Secretary prepares Barangay Clearance	1 minute 30 seconds	
STEP 3: Pay clearance fee in the amount of Ps25.00. However, for Travel Abroad purposes, pay the amount of Ps50.00	30 seconds	Barangay Treasurer: Isabel N. Vicente
STEP 4: Signing of clearance	30 seconds	Kagawad on Duty and Punong Barangay
STEP 5: Signing of logbook by the client and issuance of clearance	30 seconds	Barangay Secretary: Sharon D. As-il
TOTAL RESPONSE TIME	3 minutes 30 seconds	

ii) Barangay Certification

Client: Constituents of at least six months residency, Barangay associations and/or organizations, garage owners, tenants, general public

Requirements:

Latest Community Tax Certificate

Latest and valid ID for proof of identification

Other necessary documents

Procedure:

Protocol	Time Limit	Accountable person
STEP 1: Client proceed to the Barangay Secretary and present latest CTC, ID and other pertinent documents	30 seconds	Barangay Secretary: Sharon D. As-il
STEP 2: Punong Barangay and/or Kagawad on Duty verify and interview clients certification purposes and pertinent documents	5 minutes	Punong Barangay: Rico Tibong and/or Kagawad on Duty
STEP 3: PB Decides whether or not to grant certification. If granted, the Barangay Secretary shall prepare the requested certification	Within the day	Punong Barangay Rico W. Tibong and Barangay Secretary Sharon D. As-il
STEP 4: Pay certification fee to the Barangay Treasurer. All certification in regards to motor vehicles shall be charged the amount of Ps50.00. Other certifications in the amount of Ps25.00	30 seconds	Barangay Treasurer: Isabel N. Vicente
STEP 5: Signing of certification	15 seconds	Punong Barangay Rico W. Tibong
STEP 6: Signing of log book by the client and issuance of certification	15 seconds	Barangay Secretary: Sharon D. As-il
TOTAL RESPONSE TIME	Within the day	

iii) ***Barangay Business Clearance***

Client: Business Establishments

Requirements:

New Business Application

- Latest Community Tax Certificates
- Application form for the New Permit to engage in Business form
- Assessment form 1-A from City Treasurer's Office

Renewal of Business Application

- Latest Community Tax Certificate
- Photocopy of previous Business Permit

Business Application for Small Category (gross sales receipt of not more than Ps50,000.00)

- Latest Community Tax Certificate
- Photocopy of previous Business Clearance if for renewal

Procedure:

Protocol	Time Limit	Accountable Person
STEP 1: Client proceed to the Barangay Secretary and present latest CTC, ID and other pertinent documents	30 seconds	Barangay Secretary Sharon D. As-il
STEP 2: Punong Barangay and/or Kagawad on Duty verify and interview clients pertinent documents	5 minutes	Punong Barangay Rico W. Tibong and/or Kagawad on Duty
STEP 3: Pay Business Clearance fee to the Barangay Treasurer in the amount of Ps150.00 for new application and Ps100.00 for	30 seconds	Barangay Treasurer: Isabel N. Vicente

Renewal		
STEP 4: Signing of Barangay Business Clearance	Within the day	Punong Barangay Rico W. Tibong And Purok Kagawad in Charge
STEP 5: Signing of log book by the client and issuance of Business Clearance	30 seconds	Client and Barangay Secretary Sharon D. As-il
TOTAL RESPONSE TIME	Within the day	

iv) ***Reproduction of Barangay records, data, and other similar documents***

- The Barangay maintains records and public documents such as but not limited to Registry of Barangay Inhabitants (Census), Financial Records, List of registered voters, Barangay blotters, Daily Barangay journal and other similar documents. The amount of Ps1.50 shall be collected per page for documents photocopied in the Barangay hall.

Client: General Public

Requirements:

- Valid ID as proof of identity

Procedure:

Protocol	Time Limit	Accountable Person
STEP 1: Present valid ID, Fill up record book and request the Barangay Secretary the document requested.	30 Seconds	Barangay Secretary Sharon D. As-il
STEP 2: Barangay Secretary finds and retrieve the document requested	Within the day depending of the document requested	
STEP 3: Pay corresponding photocopy charges if necessary	30 seconds	Barangay Treasurer Isabel N. Vicente
TOTAL RESPONSE TIME	Within the Day	

v) ***Use of Barangay facilities and properties***

The Barangay owns properties but with corresponding fee as its rental. Charges are reasonable for maintenance purposes only. Facilities are free of charge.

Client: General Public for facilities. Residents for properties

Requirement:

Valid ID

Signing of borrowers slip

Duly registered member in the Barangay Census

Procedure:

BARANGAY FACILITIES		
Protocol	Time Limit	Accountable Person
STEP 1: Present valid ID, fill up record book, and request letter for the use of barangay facility.	30 seconds	Barangay Secretary and/or Kagawad in charge
STEP 2: the Barangay shall decide on the available date the facility is vacant. However, if requested date is not available, client may choose other date.	Within the day	Barangay Secretary and/or Punong Barangay, Kagawad on duty
STEP: If granted, the secretary shall record it in the logbook and post it on the bulletin board for public information/reservation	1 minute	Barangay Secretary

TOTAL RESPONSE TIME	**Within the Day**

BARANGAY PROPERTIES		
Protocol	**Time Limit**	**Accountable Person**
STEP 1: Present valid ID, fill up record book, and sign borrowers slip	**1 minute**	**Barangay Secretary**
STEP 2: Present Borrowers slip to the Barangay Treasurer for approval and pay corresponding down payment rental fee if necessary.	**1 Minute**	**Barangay Treasurer**
STEP 3: Present Borrowers slip to Kagawad on Duty for releasing.	**10 Minutes**	**Kagawad on Duty**
STEP 4: Upon returning the items borrowed, Kagawad on Duty shall inspect the items and collect corresponding rental fee before signing it as cleared.	**10 minutes**	**Kagawad on Duty**
TOTAL RESPONSE TIME	**22 Minutes**	

v) ***Katarungang Pambarangay***

The purpose of the Katarungang Pambarangay is to perpetuate and officially recognize the time honored tradition of amicably settling disputes among family and Barangay members at the Barangay level without judicial recourse will promote the speedy administration of justice and implement the constitutional mandate to preserve and develop Filipino culture and to strengthen the family as a basic social institution.