



BARANGAY CABEZAS

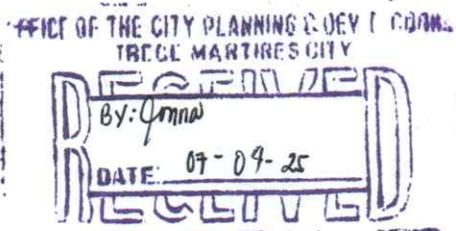




BARANGAY CABEZAS

CITIZEN'S CHARTER

2025 (1st Edition)





MESSAGE OF THE PUNONG BARANGAY

It is with great pleasure that I present to you our Citizen's Charter, a testament to our commitment to serving you with transparency, efficiency, and unwavering dedication in delivering barangay services. This charter outlines the services we offer and the standards we uphold in delivering them to you. We are committed to ensuring that your needs are met promptly and effectively.

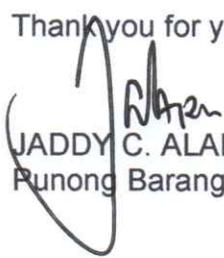


We encourage you to actively participate in our barangay affairs, attend our community meetings, and voice your concerns or suggestions.

This Citizen's Charter Handbook is a testament to our commitment to providing transparent, efficient, and responsive services to all residents of Barangay Cabezas. To emphasize the barangay's commitment to compliance on Republic Act No. 11032 (Ease of Doing Business and Efficient Government Service Delivery Act) to streamlining services and reducing red tape.

We encourage residents to familiarize themselves with the barangay's Citizen's Charter and to report any instances of non-compliance with the law. Our doors are always open for any concerns or issues that need to be addressed. Your active involvement is crucial to our success in building a better, more prosperous community for all. We encourage you to Join Cabezas Advancement.

Thank you for your continued support.


JADDY C. ALARCA
Punong Barangay



AGENCY PROFILE

The Barangay Cabezas is more or less Four (4) kilometers from the City proper. It is bounded by Barangay Hugo Perez to North. Barangay Lallana to the South. Former Panaysayan to the East. Barangay Conchu to the West.

The Barangay has the land area of Two Hundred Thirty Three (233) hectares. It has a total population of Five Thousand Five Hundred Ninety Eight (5,598) with a total households of One Thousand Four Hundred (1,400)

The classification of our Barangay is an urban and the mode of livelihood is farming and employment.

The Barangay has a Golf Course that caters foreign players.

I. **Mandate:**

The Barangay Government is the basic political unit of the Republic of the Philippines. As the frontline of public governance, in accordance with the Local Government Code of 1991 (R.A. No. 7160), the Barangay is mandated to:

- Promote the general welfare of the community and ensure the delivery of basic services and facilities to barangay constituents;
- Maintain public order and safety, including peacekeeping, conflict resolution, and support to law enforcement agencies;
- Ensure effective and efficient governance by implementing national and local laws, ordinances, and policies within its jurisdiction;
- Facilitate people's participation in governance through consultations, public hearings, and transparent decision-making processes;
- Uplift the socio-economic condition of its constituents by initiating and supporting livelihood, health, education, and environmental programs;
- Provide a venue for dispute resolution through the Lupong Tagapamayapa and support community justice mechanisms;
- Maintain a registry of residents, especially for demographic, health, and social welfare purposes;
- Protect and promote indigenous culture, local traditions, and community identity;
- Support disaster risk reduction, emergency response, and environmental protection at the grassroots level;
- Coordinate with higher levels of government and non-governmental organizations for programs and resources beneficial to the barangay.



II. Vision:

Isang Barangay na disiplinado at nagkakaisang mamayan na maka Diyos, makatao, makakalikasan at namumuhay na maunlad, malinis na pamayanan at may patas na pamunuan.

III. Mission:

Maiangat ang antas ng pamumuhay sa pamamagitan ng sama-sama at tapat na serbisyo sa mamayan, higit sa lahat mapanatili ang kalinisan ng kapaligiran at kalusugan ng bawat mamamayan.

IV. Service Pledge:

We, the officials and staff of Barangay Luciano, in line with our commitment to public service excellence, do hereby pledge to:

- Deliver prompt, efficient, and courteous frontline services to all barangay constituents and stakeholders;
- Act with utmost professionalism, integrity, and transparency at all times;
- Provide clear, complete, and accessible information regarding our services, requirements, and procedures;
- Facilitate simple, speedy, and streamlined transactions, in accordance with the Citizen's Charter;
- Avoid fixing, red tape, and any form of corruption or misconduct in all our operations;
- Respect the rights of every individual and treat each client with fairness, dignity, and respect;
- Respond promptly to complaints, feedback, and suggestions to continuously improve our services.

We commit to uphold the values of honesty, accountability, and good governance as we serve you with ***MALASAKIT AT TUNAY NA SERBISYO PUBLIKO.***

Together, let us build a transparent, responsive, and people-centered Barangay.

SO, WE PLEDGE, SO, WE SERVE.

Signed:

Punong Barangay: HON. JADDY G. ALARCA

Barangay Secretary: DONALYN C. URBINA

Barangay Treasurer: SHIRLEY D. VILLOTE

Date: June 5, 2025



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External Service

Community Tax Certificate (CTC)



1. Cedula or Community Tax Certificate (CTC)

A cedula (often spelled cédula) or Community Tax Certificate (CTC) is a type of official identification document used for Personal Identification, Legal and Administrative Transactions, residency or citizen status and notarizing documents or applying for licenses.

Office or Division:	Barangay Administrative Office			
Classification:	Simple			
Type of Transaction	G2G-Government to Government, G2C- Government to Client, G2B- Government to Business			
Who may avail:	Everyone regardless of Residency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of Personal Information or Barangay ID		Client or Fill-up Form at Admin. Office		
1 copy of Photocopy of Previous CTC		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Administrative Office	Admin. Aide- Ask Client's purpose	Php 25.00 (January to February). March increase by 6%, April to December monthly increase by 2%.		<i>Client and Admin. Aide</i>
2. Provide the required information or show the old cedula (if available)	Review Information		1 minute	<i>Barangay Treasurer</i>
3. Wait and answer questions for verification	Write the information and corresponding amount to be paid on the CTC		2 minutes	<i>Barangay Treasurer</i>
4. Pay the corresponding fee	Receive payment		2 minutes	<i>Barangay Treasurer</i>
5. Received and review the CTC (cedula)	Issue the CTC (cedula)		1 minute	<i>Barangay Treasurer</i>
TOTAL		Php 25.00	6 minutes	



External Service

Barangay ID



2. Issuance of Barangay Identification Card

Barangay Identification Card (Barangay ID) is to serve as a valid proof of identity and residency within a specific barangay. It is used as proof of residency, valid id for transactions, access to barangay services, emergency identification, support for job applications and eligibility for local programs

Office or Division:	Barangay Administrative Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government, G2C- Government to Client, G2B-Government to Business			
Who may avail:	All Registered Voters and Residents of Barangay Cabezas			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of Personal Information or Barangay ID		Client or Fill-up Form at Admin. Office		
1 Previous Barangay ID for Old or Fill-up Application for Barangay ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Go to the Barangay Administrative Office	Admin Aide- Ask Client's purpose.	Php 100.00		<i>Client and Admin. Aide</i>
2.Get the appropriate form and fill it out	Review Information.		5 minutes	<i>Client</i>
3.Data Capture	Encoding of information, capturing signature and photo. Inform the Client that the Barangay ID will be issued after 15 minutes.		15 minutes	<i>Admin. Asst.</i>
4. Pay the corresponding fee	Receive payment and process Barangay ID.		5 minutes	<i>Barangay Treasurer</i>
5. Releasing of Barangay ID	Inform the Client that the ID will be expired on the Anniversary date of issuance. Give the Barangay ID		5 minutes	<i>Admin. Asst./Aide</i>
TOTAL		Php 100.00	30 minutes	



External Service

Barangay Clearance



3. Documentary Stamp

Documentary Stamp Tax (DST) is a tax that is deducted or paid whenever legal or official documents are made or issued, such as barangay certifications and clearances. It is the fee for using the document as evidence or proof in various transactions, such as applying for a job, purchasing land, or other legal processes that is collected for the Bureau of Internal Revenue.

4. Barangay Clearance

The purpose of a Barangay Clearance is to serve as an official document issued by the barangay that certifies a person's residency, good moral character, and law-abiding behavior within the community and also for employment, business, travel, or legal purposes.

4.1 Barangay Clearance for Business

A Barangay Clearance for Business is an official document issued by the barangay where the business will be established. It certifies that the business complies with local regulations and that the community has no objection to its operation. This document is a prerequisite for obtaining a business permit from the city or municipal government.

Office or Division:	Barangay Administrative Office			
Classification:	Complex			
Type of Transaction:	G2B-Government to Business			
Who may avail:	All Businesses within the Territorial Jurisdiction of Barangay Cabezas			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of Personal Information of Client for Order of Payment or Barangay ID		Client or Fill-up Form at Admin. Office		
1 copy of Previous Business Permit (City Issued) 1 copy For New Business of DTI		Client		
1 copy of Documents Showing Ownership or Lease Agreement		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Administrative Office	Admin Aide- Ask Client's purpose.	Starting at Php 500 or Php 100/sq meters depending on the category of Business Documentary Stamp Php 30.00		<i>Client and Admin. Aide</i>
2.Fill up Information	Review Information.		5 minutes	<i>Client</i>
3. Provide the required documents	Review the documents provided. Issue Order of Payment to be paid at		5 minutes	<i>Barangay Secretary</i>



	City Hall (City License Office's Business)			
4. Process and pay the corresponding amount for all transactions to the City License Office's Business One Stop Shop (Client should finish Transactions at City Hall before obtaining copy of Barangay Clearance at Barangay)			3 to 7 days	City License Office
5. Prepare copy of Official Receipts of all transactions for Business Permit at City Business One Stop Shop and present to Barangay to secure copy of Barangay Business Clearance	1.1 Review Documents from City 1.2 Receive payment of Documentary Stamp and Issue Official Receipt. 1.3 Issue Barangay Business Clearance		5 minutes	Barangay Treasurer
TOTAL		Minimum Php 530.00 Maximum Php 5,030.00	7 days, 15 Minutes	



4.2 Barangay Clearance for Employment

A Barangay Clearance for Employment is an official document issued by the barangay where the applicant resides. It certifies that the person is of good moral character, has no derogatory record within the barangay, and is a resident of the community. This is often required when applying for jobs, especially in government or private institutions that value background verification.

Office or Division:	Barangay Administrative Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government, G2C- Government to Client			
Who may avail:	Of Legal Age and at least Six Months of Residency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of Personal Information or Barangay ID		Client or Fill-up Form at Admin. Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Administrative Office	Admin Aide- Ask Client's purpose.	Local Php 60.00 Abroad Php 200.00 Working Clearance Php 100.00		<i>Client and Admin Aide</i>
2. Get the appropriate form and fill it out			5 minutes	<i>Client</i>
3. Give the information form	Review the form and prepare the Clearance by encoding the client's details		5 minutes	<i>Barangay Secretary</i>
4. Pay the corresponding fee	Receive payment and make an Official Receipt and process Barangay Clearance.	Documentary Stamp Php 30.00	5 minutes	<i>Barangay Secretary And Barangay Treasurer</i>
5. Receive Barangay Clearance	Issue the Barangay Clearance		2 minutes	<i>Barangay Secretary</i>
TOTAL		Minimum Php 90.00 Maximum Php 230.00	17 minutes	



4.3 Barangay Clearance for Building Construction

Barangay Clearance for Building Construction is an official document issued by the Barangay Office that certifies a person's intent to construct, renovate, or repair a structure within the barangay's jurisdiction has no objection and is in accordance with local regulations.

Office or Division:	Barangay Administrative Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Every One with Proof of Ownership or Lease Agreement with the Owner of the Area within the Territorial Jurisdiction of Barangay Cabezas			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of Personal Information or Barangay ID		Client or Fill-up Form at Admin. Office		
1 copy of Documents Showing Ownership or Lease Agreement		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Administrative Office	Admin Aide- Ask Client's purpose	Residential Php 300.00/ Floor		<i>Client and Admin Aide</i>
2. Get the appropriate form and fill it out		Apartment Php 300.00/Unit	5 minutes	<i>Client</i>
3. Give the Information Form	Review the form and prepare the Clearance by encoding the client's details	Factory/Comm ercial Building Php 3,000.00/Per Floor	5 minutes	<i>Barangay Secretary</i>
4. Pay the corresponding fee	Receive payment and make an Official Receipt and process Barangay Clearance.	Factory Php 5,000.00 Subdivision Php 500.00/Unit	5 minutes	<i>Barangay Secretary And Barangay Treasurer</i>
5. Receive Barangay Clearance for Building Construction	issue the Barangay Clearance for Building Construction	Documentary Stamp Php 30.00	2 minutes	<i>Barangay Secretary</i>
TOTAL		Minimum of Php 330.00 Maximum of Php 5,030.00	17 minutes	



4.4 Barangay Clearance for Fencing

A Barangay Clearance for Fencing is an official document issued by the Barangay that certifies there is no objection to the construction of a fence or perimeter wall within the barangay's jurisdiction. This document is typically required as part of the application for a Fencing Permit from the City Engineering Office.

Office or Division:	Barangay Administrative Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Every One with Proof of Ownership or Lease Agreement with the Owner of the Area within the Territorial Jurisdiction of Barangay Cabezas			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1 copy of Personal Information or Barangay ID			Client or Fill-up Form at Admin. Office	
1 copy of Documents Showing Ownership or Lease Agreement			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Administrative Office	Admin Aide- Ask Client's purpose	Residential Php 300.00/ Floor		<i>Client and Admin Aide</i>
2. Get the appropriate form and fill it out		Apartment Php 300.00/Unit	5 minutes	<i>Client</i>
3. Give the Information Form	Review the form and prepare the Clearance by encoding the client's details	Factory/Com mercial Building Php 3,000.00/Per Floor	5 minutes	<i>Barangay Secretary</i>
4. Pay the corresponding fee	Receive payment and make an Official Receipt and process Barangay Clearance.	Factory Php 5,000.00 Subdivision Php 500.00/Unit	5 minutes	<i>Barangay Secretary And Barangay Treasurer</i>
5. Receive Barangay Clearance for Fencing	Give the Barangay Clearance for Fencing	Documentary Stamp Php 30.00	2 minutes	<i>Barangay Secretary</i>
TOTAL		Minimum of Php 330.00 Maximum of Php 5,030.00	17 minutes	



4.5 Barangay Clearance for Calamity Loan, Motor Loan, Cash Loan

A Barangay Clearance for Calamity Loan, Motor Loan, or Cash Loan is an official certification issued by the Barangay to verify and confirm the identity, residency, and good moral standing of an individual who is applying for a loan from a government agency, cooperative, bank, or financing institution.

Office or Division:	Barangay Administrative Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Of Legal Age and at least Six Months of Residency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of Personal Information or Barangay ID		Client or Fill-up Form at Admin. Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Administrative Office	Admin Aide- Ask Client's purpose	Government Agency- Php 100.00 Private- Php 200.00 Documentary Stamp Php 30.00		<i>Client and Admin Aide</i>
2. Get the appropriate form and fill it out			5 minutes	<i>Client</i>
3. Give the Information Form	Review the form and prepare the Clearance by encoding the client's details		5 minutes	<i>Barangay Secretary</i>
4. Pay the corresponding fee	Receive payment and make an Official Receipt and process Barangay Clearance.		5 minutes	<i>Barangay Secretary And Barangay Treasurer</i>
5. Receive Barangay Clearance for Loan Application	Issue the Barangay Clearance for Loan Application		2 minutes	<i>Barangay Secretary</i>
TOTAL		Php 130.00 to Php 230.00	17 minutes	



4.6 Barangay Clearance for Tricycle Franchise

A Barangay Clearance for Tricycle Franchise is an official certification issued by the Barangay Office confirming that the applicant is a resident of the barangay and that the barangay has no objection to the individual's application for a tricycle franchise or operator's permit from the Tricycle Regulatory Unit (TRU) of the City.

Office or Division:	Barangay Administrative Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Tricycle Franchise is within the Territorial Jurisdiction of Barangay Cabezas			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy of Personal Information or Barangay ID		Client or Fill-up Form at Admin. Office		
1 Copy of Previous Barangay Clearance for Tricycle Franchise		Client		
1 copy or photocopy OR/CR from LTO		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Administrative Office	Admin Aide- Ask Client's purpose	Php 300.00 Documentary Stamp Php 30.00		<i>Client and Admin Aide</i>
2. Get the appropriate form and fill it out			5 minutes	<i>Client</i>
3. Give the Clearance Form and Previous Barangay Clearance for Tricycle Franchise or OR/CR from LTO	Review the form and prepare the Clearance by encoding the client's details		5 minutes	<i>Barangay Secretary</i>
4. Pay the corresponding fee	Receive payment and make an Official Receipt and process Barangay Clearance for Tricycle Franchise.		5 minutes	<i>Barangay Secretary And Barangay Treasurer</i>
5. Receive Barangay Clearance for Tricycle Franchise	Issue Barangay Clearance for Tricycle Franchise		2 minutes	<i>Barangay Secretary</i>
TOTAL		Php 330.00	17 minutes	



4.7 Barangay Clearance for Peddlers

Barangay Clearance for Peddlers or Street Vendors is an official document issued by the barangay where the vendor plans to operate. It serves as proof that the barangay has granted permission for the person to sell goods or services within its jurisdiction. This is to ensure street vending or peddling activities are regulated and to ensure public order, safety, and cleanliness in public spaces.

Office or Division:	Barangay Administrative Office			
Classification:	Simple			
Type of Transaction:	G2B-Government to Business			
Who may avail:	Peddlers or Street Vendors within the Territorial Jurisdiction of the Barangay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of Personal Information of Barangay ID		Client or Fill-up Form at Admin. Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Administrative Office	Admin Aide- Ask Client's purpose	Php 500.00 to Php 1,000.00 Documentary Stamp Php 30.00		<i>Client and Admin Aide</i>
2. Get the appropriate form and fill it out			5 minutes	<i>Client</i>
3. Give the Clearance Form	Review the form and prepare the Clearance by encoding the client's details		5 minutes	<i>Barangay Secretary</i>
4. Pay the corresponding fee	Receive payment and make an Official Receipt and process Barangay Clearance.		5 minutes	<i>Barangay Secretary And Barangay Treasurer</i>
5. Receive Barangay Clearance for Peddlers or Street vendors	Issue the Barangay Clearance for Peddlers or Street vendors		2 minutes	<i>Barangay Secretary</i>
TOTAL		Php 530.00 to 1,030.00	17 minutes	



4.8 Barangay Clearance for Wiring/Water Installation

A Barangay Clearance for Wiring or Water Installation is an official certification issued by the Barangay Office confirming that the applicant is a resident or authorized occupant of a property within the barangay and that the barangay has no objection to the installation of electrical wiring or water service connections in the specified location.

Office or Division:	Barangay Administrative Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Every One with Proof of Ownership or Lease Agreement with the Owner of the Area within the Territorial Jurisdiction of Barangay Cabezas			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy of Personal Information or Barangay ID		Client or Fill-up Form at Admin. Office		
1 copy of Documents Showing Ownership or Lease Agreement		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Administrative Office	Admin Aide- Ask Client's purpose	Residential/ Subdivision- Php 200.00 Factory/ Commercial- Php 1,000.00 Documentary Stamp Php 30.00		<i>Client and Admin Aide</i>
2. Get the appropriate form and fill it out			5 minutes	<i>Client</i>
3. Give the Clearance Form	Review the form and prepare the Clearance by encoding the client's details		5 minutes	<i>Barangay Secretary</i>
4. Pay the corresponding fee	Receive payment and make an Official Receipt and process Barangay Clearance for Wiring/Water Installation.		5 minutes	<i>Barangay Secretary And Barangay Treasurer</i>
5. Receive Barangay Clearance for Wiring/Water Installation	Issue Barangay Clearance for Wiring/Water Installation		2 minutes	<i>Barangay Secretary</i>
TOTAL		Php 230.00 to 1,030.00	17 minutes	



4.9 Barangay Clearance for Endorsement/ Recommendation

A Barangay Clearance for Endorsement or Recommendation is an official certification issued by the Barangay Office to formally support or recommend an individual, organization, or business for a specific purpose, activity, or application. It serves as an endorsement from the barangay that the person or group has good standing and that the barangay has no objection to their request or action.

Office or Division:	Barangay Administrative Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government, G2C- Government to Client			
Who may avail:	Barangay Residents applying for Employment to another Municipality or City.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy of Personal Information or Barangay ID		Client or Fill-up Form at Admin. Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Administrative Office	Admin Aide Ask Client's purpose.	Php 60.00 Documentary Stamp Php 30.00		<i>Client and Admin Aide</i>
2. Get the appropriate form and fill it out			5 minutes	<i>Client</i>
3. Give the Clearance Form and Previous Barangay Clearance for Endorsement/ Recommendation	Review the form and prepare the Clearance by encoding the client's details		5 minutes	<i>Barangay Secretary</i>
4. Pay the corresponding fee	Receive payment and make an Official Receipt and process Barangay Clearance for Endorsement/ Recommendation.		5 minutes	<i>Barangay Secretary And Barangay Treasurer</i>
5. Receive Barangay Clearance for Endorsement/ Recommendation.	Issue Barangay Clearance for Endorsement/ Recommendation.		2 minutes	<i>Barangay Secretary</i>
TOTAL		Php 90.00	17 minutes	



4.10 Barangay Clearance to Travel Abroad/ Passport/ Visa

A Barangay Clearance to Travel Abroad or for acquiring Passport or Visa is an official document issued by the Barangay Office certifying that a resident is in good standing, with no derogatory record, and has the barangay's acknowledgment and no objection to their intention to travel outside the country or acquire the said documents.

Office or Division:		Barangay Administrative Office		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government, G2C- Government to Client		
Who may avail:		Barangay Residents applying to Travel Abroad or wanted to acquire Passport and/or Visa		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy of Personal Information or Barangay ID		Client or Fill-up Form at Admin. Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Administrative Office	Admin. Aide Ask Client's purpose.	Php 200.00 Documentary Stamp Php 30.00		<i>Client Admin Aide</i>
2. Get the appropriate form and fill it out			5 minutes	<i>Client</i>
3. Give the form for Clearance for Travel Abroad or Passport or Visa	Review the form and prepare the Clearance by encoding the client's details		5 minutes	<i>Barangay Secretary</i>
4. Pay the corresponding fee	Receive payment and make an Official Receipt and process Barangay Clearance for Travel Abroad.		5 minutes	<i>Barangay Secretary And Barangay Treasurer</i>
5. Receive Barangay Clearance for Travel Abroad/ Passport/ Visa	Issue Barangay Clearance for Travel Abroad/ Passport/ Visa		2 minutes	<i>Barangay Secretary</i>
TOTAL		Php 230.00	12 minutes	



4.11 Barangay Clearance for Postal ID

A Barangay Clearance for Postal ID is an official document issued by the Barangay Office that certifies an individual's residency and good moral character. It serves as a supporting requirement when applying for a Philippine Postal ID, one of the most accessible government-issued IDs.

Office or Division:	Barangay Administrative Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government, G2C- Government to Client			
Who may avail:	Barangay Residents applying to acquire Postal ID			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy of Personal Information or Barangay ID		Client or Fill-up Form at Admin. Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Administrative Office	Admin. Aide Ask Client's purpose.	Php 60.00 Documentary Stamp Php 30.00		<i>Client Admin Aide</i>
2. Get the appropriate form and fill it out			5 minutes	<i>Client</i>
3. Give the form for Clearance for Travel Abroad or Passport or Visa	Review the form and prepare the Clearance by encoding the client's details		5 minutes	<i>Barangay Secretary</i>
4. Pay the corresponding fee	Receive payment and make an Official Receipt and process Barangay Clearance for Postal ID.		5 minutes	<i>Barangay Secretary And Barangay Treasurer</i>
5. Receive Barangay Clearance for Postal ID.	Issue Barangay Clearance for Postal ID.		2 minutes	<i>Barangay Secretary</i>
TOTAL		Php 90.00	17 minutes	



4.12 Barangay Clearance for School Requirements

A Barangay Clearance for School Requirements is an official document issued by the Barangay Office certifying that a student seeking for a document for school requirement is a legitimate resident of the barangay and is in good moral standing within the community.

Office or Division:		Barangay Administrative Office		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government, G2C- Government to Client		
Who may avail:		Barangay Residents applying for School Requirements		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy of Personal Information or Barangay ID		Client or Fill-up Form at Admin. Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Administrative Office	Admin Aide Ask Client's purpose.	Php 60.00 Documentary Stamp Php 30.00		<i>Client and Admin Aide</i>
2. Get the appropriate form and fill it out			5 minutes	<i>Client</i>
3. Give the Clearance Form for School Requirements	Review the form and prepare the Clearance by encoding the client's details		5 minutes	<i>Barangay Secretary</i>
4. Pay the corresponding fee	Receive payment and make an Official Receipt and process Barangay Clearance for School Requirements		5 minutes	<i>Barangay Secretary And Barangay Treasurer</i>
5. Receive Barangay Clearance for School Requirements	Issue Barangay Clearance for School Requirements		2 minutes	<i>Barangay Secretary</i>
TOTAL		Php 90.00	17 minutes	



4.13 **Barangay Clearance for Boarding/Leasing/House Rental/ Space Rental**

A Barangay Clearance for Boarding, Leasing, House Rental or Space Rental is an official certification issued by the Barangay Office stating that the property owner or lessor has been acknowledged by the barangay and is authorized or allowed to operate a rental, boarding house, or leased property within the community.

This clearance is typically a prerequisite for securing a Mayor's Permit, business permit, or zoning clearance related to rental operations.

Office or Division:	Barangay Administrative Office			
Classification:	Simple			
Type of Transaction:	G2B-Government to Business			
Who may avail:	Barangay Residents applying for Boarding/Leasing/House Rental/ Space Rental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy of Personal Information or Barangay ID		Client or Fill-up Form at Admin. Office		
1 Copy of Proof of Ownership or Lease Agreement with the Owner.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Administrative Office	Admin Aide Ask Client's purpose.	Php 200.00/Unit or door Documentary Stamp Php 30.00		<i>Client and Admin Aide</i>
2. Get the appropriate form and fill it out			5 minutes	<i>Client</i>
3. Give the Clearance Form for for Boarding/Leasing/House Rental/ Space Rental	Review the form and prepare the Clearance by encoding the client's details		5 minutes	<i>Barangay Secretary</i>
4. Pay the corresponding fee	Receive payment and make an Official Receipt and process Barangay Clearance for Boarding/Leasing/House Rental/ Space Rental		5 minutes	<i>Barangay Secretary And Barangay Treasurer</i>
5. Receive Barangay Clearance for Boarding/Leasing/House Rental/ Space Rental	Issue Barangay Clearance for Boarding/Leasing/House Rental/ Space Rental		2 minutes	<i>Barangay Secretary</i>
TOTAL		Php 230.00	17 minutes	



External Service

Barangay Certificate



5. Barangay Certificate

The Barangay Certificate is to officially document and verify a person's residence or status within a particular barangay as issued by the Punong Barangay.

5.1 Barangay Certificate for Residency

A Barangay Certificate of Residency is an official document issued by the Barangay Office that certifies an individual is a bona fide or actual resident of a specific barangay. It confirms that the person lives or has lived in the barangay for a certain period of time and is recognized by the community.

Office or Division:	Barangay Administrative Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government, G2C- Government to Client, G2B-Government to Business			
Who may avail:	All Clients with at least Six Months of Residency in Barangay Cabezas			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of Personal Information or Barangay ID		Client or Fill-up Form at Admin. Office		
1 copy of letter of landlord for Transients		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Administrative Office	Admin Aide Ask Client's purpose.	Php 60.00 Documentary Stamp Php 30.00		Client and Admin aide
2. Get the appropriate form and fill it out			5 minutes	Client
3. Give the Form for Residency	Review the form and prepare the Certificate by encoding the client's details		5 minutes	Barangay Secretary
4. Pay the corresponding fee	Receive payment and make an Official Receipt and process Barangay Certificate of Residency.		5 minutes	Barangay Secretary and Barangay Treasurer
5. Receive Barangay Certificate of Residency.	Issue Barangay Certificate of Residency.		2 minutes	Barangay Secretary
TOTAL		Php 90.00	17 minutes	



5.2 Barangay Certificate for Indigency

A Barangay Certificate of Indigency is an official document issued by the Barangay Office certifying that a person or family is considered indigent or financially disadvantaged based on the standards or observations of the barangay. It is often used to access government aid, social welfare benefits, or fee exemptions.

Office or Division:	Barangay Administrative Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All Clients with at least Six Months of Residency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of Personal Information of Barangay ID		Client or Fill-up Form at Admin. Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Administrative Office	Admin Aide Ask Client's purpose.	"None"		Client and Admin Aide
2. Get the appropriate form and fill it out			5 minutes	Client
3. Give the Form for Indigency	Review the form and prepare the Certificate by encoding the client's details		5 minutes	Barangay Secretary
4. Receive Barangay Certificate of Indigency	Issue Barangay Certificate of Indigency.		2 minutes	Barangay Secretary
TOTAL		"None"	12 minutes	



5.3 Barangay Certificate for Scholarship, Educational, Financial, Medical, or Burial Assistance

A Barangay Certificate for Educational, Financial, Medical, or Burial Assistance is an official document issued by the Barangay Office certifying that a resident is eligible for assistance due to financial hardship, illness, educational needs, or death in the family. It is often used as a supporting document when applying for government or private aid programs.

Office or Division:	Barangay Administrative Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All Clients with at least Six Months of Residency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of Personal Information or Barangay ID		Client or Fill-up Form at Admin. Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Administrative Office	Admin Aide Ask Client's purpose.	"None"		Client and Admin Aide
2. Get the appropriate form and fill it out			5 minutes	Client
3. Give the Form for Scholarship, Educational, Financial/Medical/ Burial Assistance	Review the form and prepare the Certificate by encoding the client's details		5 minutes	Barangay Secretary
4. Receive Barangay Certificate of Scholarship, Educational, Financial/Medical/ Burial Assistance	Issue Barangay Certificate of Educational, Financial/Medical/ Burial Assistance.		2 minutes	Barangay Secretary
TOTAL		"None"	12 minutes	



5.4 Barangay Certificate for Senior/PWD/Solo Parent Membership

Barangay Certificate for Senior Citizen, PWD (Persons with Disability), or Solo Parent Membership is an official document issued by the Barangay Office confirming that the applicant is a bona fide resident and eligible for membership in specific government programs under:

- Senior Citizens Affairs Office (OSCA)
- Persons with Disability Affairs Office (PDAO)
- City Social Welfare and Development Office (CSWDO) for Solo Parents

Office or Division:	Barangay Administrative Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All Clients with at least Six Months of Residency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of Personal Information or Barangay ID		Client or Fill-up Form at Admin. Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Administrative Office	Admin Aide Ask Client's purpose.	"None"		<i>Client and Admin Aide</i>
2. Get the appropriate form and fill it out			5 minutes	<i>Client</i>
3. Give the Form for Senior/PWD/Solo Parent Membership	Review the form and prepare the Certificate by encoding the client's details		5 minutes	<i>Barangay Secretary</i>
4. Receive Barangay Certificate of application for Senior/PWD/Solo Parent Membership	Issue Barangay Certificate of application for Senior/PWD/Solo Parent Membership		2 minutes	<i>Barangay Secretary</i>
TOTAL		"None"	12 minutes	



5.5 Barangay Certificate for First Time Job Seeker

A barangay certificate for first-time jobseekers is an official document issued by the barangay (local community) where the individual resides. It serves as proof of residency and can sometimes attest to the individual's good standing or character.

The First Time Jobseekers Assistance Act, also known as Republic Act 11261, was signed into law this legislation waives fees and charges associated with pre-employment requirements for first-time job seekers who have not yet received their first paycheck.

Office or Division:	Barangay Administrative Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All Clients with a least Six Months of Residency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of Personal Information		Client or Fill-up Form at Admin. Office		
Proof of Graduation or documents of last Educational Attainment		client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Administrative Office	Admin Aide Ask Client's purpose.	"None"		<i>Client and Admin Aide</i>
2. Get the appropriate form and fill it out			5 minutes	<i>Client</i>
3. Give the Form for application of First Time Jobseeker, the Oath of Undertaking and the proof of graduation	Review information and interview for Roster of Beneficiaries/ Availtees, and check the document submitted		5 minutes	<i>Barangay Secretary</i>
4. Receive Barangay Certificate of First Time Job Seeker with Oath of Undertaking and Barangay Clearance	Issue Barangay Certificate of First Time Job Seeker with Oath of Undertaking and Barangay Clearance		5 minutes	<i>Barangay Secretary</i>
TOTAL		"None"	5 minutes	



5.6 Barangay Certificate for Business Closure and Tricycle Non-Operational

A Barangay Certificate for Business Closure or Tricycle Non-Operational Status is an official document issued by the Barangay Office to formally acknowledge that:

- A registered business has ceased operations, or
- A tricycle unit is temporarily or permanently not in operation.

This certification is often used for government compliance, especially in updating or cancelling permits, avoiding penalties, or informing regulatory offices.

Office or Division:	Barangay Administrative Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All Clients with Business and Tricycle Franchise within the Territorial Jurisdiction of Barangay Cabezas			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of Personal Information or Barangay ID		Client or fill-up Form at Admin Office		
1. copy of business permit or tricycle franchise		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Administrative Office	Admin Aide Ask Client's purpose.	Php 60.00- for Tricycle Non-Operational Php 300.00- Closure of Business Documentary Stamp Php 30.00		<i>Client and Admin Aide</i>
2. Get the appropriate form and fill it out			5 minutes	<i>Client</i>
3. Give the Form for Certificate of Business Closure and Tricycle Non-Operational	Review the form and prepare the Certificate by encoding the client's details		5 minutes	<i>Barangay Secretary</i>
4. Pay the corresponding fee	Receive payment and make an Official Receipt and process Barangay Certificate of Business Closure and Tricycle Non-Operational		5 minutes	<i>Barangay Secretary and Barangay Treasurer</i>
5. Receive Barangay Certificate of Certificate of Business Closure and Tricycle Non-Operational	Give the Barangay Certificate of Business Closure and Tricycle Non-Operational		2 minutes	<i>Barangay Secretary</i>
TOTAL		Php 90.00- Tricycle Non-Operational Php 330.00- Closure of Business	12 minutes	



5.7 Barangay Certificate to Cut Tree/s

A Barangay Certificate to Cut Tree/s is an official certification issued by the Barangay Office that gives consent and acknowledges the request of an individual or organization to cut, trim, or remove trees located within their private property, community, or barangay jurisdiction.

This certificate is usually a supporting requirement when applying for a Tree Cutting Permit from the Department of Environment and Natural Resources (DENR) or the City Environment and Natural Resources Office (CENRO).

Office or Division:	Barangay Administrative Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client, G2B-Government to Business			
Who may avail:	Barangay Residents applying for Permit to Cut Trees in within the Territorial Jurisdiction of Barangay Cabezas			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy of Personal Information or Barangay ID		Client or Fill-up Form at Admin. Office		
1 Copy of Documents as Proof of Ownership or Lease Agreement where the Tree/s is/are located		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Administrative Office	Admin Aide Ask Client's purpose.	Php 100.00/Tree Documentary Stamp Php 30.00		<i>Client and Admin Aide</i>
2. Get the appropriate form and fill it out			5 minutes	<i>Client</i>
3. Give the Form for Certificate to Cut Tree/s	Review the form and prepare the Clearance by encoding the client's details		5 minutes	<i>Barangay Secretary</i>
4. Pay the corresponding fee	Receive payment and make an Official Receipt and process Certificate for Cutting Tree/s.		5 minutes	<i>Barangay Secretary And Barangay Treasurer</i>
5. Receive Barangay Certificate for Cutting Tree/s.	Issue Barangay Certificate for Cutting Tree/s.		2 minutes	<i>Barangay Secretary</i>
TOTAL		Php 130.00 minimum	17 minutes	



External Service

Lupon Tagapamayapa



6. Lupon Tagapamayapa

Lupon Tagapamayapa is a local dispute resolution body established in each barangay under the Barangay Justice System (Katarungang Pambarangay) in the Philippines. It plays a key role in maintaining peace and order at the community level by settling disputes without going to court.

Office or Division:	Barangay Administrative Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client, G2B-Government to Business			
Who may avail:	Barangay Residents applying for related to this is the arrangement of troubles, Endorsement & Blotters Fee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy of Personal Information or Barangay ID		Client or fill-up Form at Barangay's Information Section		
1 Copy of Affidavit of Complaint		Barangay-Affidavit of Complaint		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Administrative Office	Information Section Ask Client's purpose.	Php 100.00 for Certificate to File Action Documentary Stamp Php 30.00		<i>Client and Information Desk</i>
2. Get the appropriate form and fill it out			5 minutes	<i>Client</i>
3. Give the Appropriate Lupon Form: Complaint Form Notice of Hearing Certification to File Action Settlement Form (Kasunduan) Minutes of Proceedings Subpoena Pangkat Constitution Form Withdrawal of Complaint Certification of non-settlement	Review information		5 minutes	<i>Lupon Secretary</i>
4. Pay the corresponding fee	Receive payment and make an Official Receipt and process Barangay Certificate to File Action.		3 minutes	<i>Lupon Secretary And Barangay Treasurer</i>
5. Receive Certificate to File Action	Issue Certificate to File Action.		2 minutes	<i>Lupon Secretary</i>
TOTAL		Php 130. 00	15 minutes	



Primary Service

Rental of Barangay Owned Facilities and Fixtures



7. Rental of Barangay Owned Facilities and Fixtures

The Barangay provides rental services for its owned facilities and fixtures to promote community development, support local activities, and ensure the proper and equitable use of public property. This service allows residents and stakeholders to rent barangay-owned spaces such as the barangay hall, covered court, sound systems, tables, chairs, and other equipment for various social, civic, and cultural events.

Office or Division:	Barangay Administrative Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government, G2C- Government to Client, G2B-Government to Business			
Who may avail:	Of Legal Age and at least Six Months of Residency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of Personal Information or Barangay ID		Client or fill-up Form at Barangay's Information Section		
1 Copy of Application for Rental of Rental of Barangay Owned Facilities and Fixtures		Rental Form at Barangay's Information Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Administrative Office	Information Section Ask Client's purpose.	Tent- Php 200.00/Day Chair- Php Php5.00/Day Table- Php10.00/Day Court- Php 500.00/Day Sound System- Php 1,000.00/Day		<i>Client and Information Desk</i>
2. Get the appropriate form and fill it out			5 minutes	<i>Client</i>
3. Give the Rental Form	Review information		5 minutes	<i>Barangay Secretary</i>
4. Pay the corresponding fee	Receive payment and make an Official Receipt and process Rental of Barangay Owned Facilities and Fixtures.		3 minutes	<i>Barangay Secretary And Barangay Treasurer</i>
5. Receive Form for Rental of Barangay Owned Facilities and Fixtures	Give the Form for Rental of Barangay Owned Facilities and Fixtures	Documentary Stamp- Php 30.00	2 minutes	<i>Barangay Secretary</i>
TOTAL			15 minutes	



External Service

Health and Nutrition Services



Health and Nutrition Services

The Barangay, through its Health and Nutrition Services, is committed to promoting the overall well-being of its constituents by providing accessible, equitable, and quality primary health care and nutrition programs. These services aim to prevent and control diseases, improve maternal and child health, address malnutrition, and promote healthy lifestyles within the community.

- a. Monday – Health Inquiries and Assistance
- b. Tuesday - Health Inquiries and Assistance
- c. Wednesday - Routine Immunization and General Consultation
- d. Thursday – Health Inquiries and Assistance
- e. Friday- Prenatal Consultation, Family Planning and General Consultation

Agreed Schedule within the members and beneficiaries & City Health Officer assigned at Barangay & BHW/ BNS

Office or Division:	Barangay Health Center			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government, G2C- Government to Client, G2B Government to Business			
Who may avail:	All Ages			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of Personal Information or Barangay ID		Client or fill-up Form at Barangay's Health Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Health Center	Ask Client's purpose.	"None"		<i>BHW and BNS</i>
2. Client will Fill Up Form and line up at the Barangay Health Center	The BHC will review and provide immediate action on the patient or client's request service to be delivered to our Barangay Health Center		5 minutes	<i>Client</i>
3. Client called will immediately be taken vital signs and other information	Barangay BHWs and BNS will provide service		5 minutes	<i>BHW and BNS</i>
4. Receive Medical and Nutrition Service	Barangay Nurse along with the Barangay BHWs and BNS will provide Medical and Nutrition Service		5 minutes	<i>Barangay Nurse, BHW and BNS</i>



5. Client will be given medications and Schedule of return check-up	Barangay Nurse along with the Barangay BHWs and BNS will provide medicines and schedule of return check-up		5 minutes	<i>Barangay Nurse/ Midwife, BHW and BNS</i>
TOTAL		"None"	20 minutes	



External Service

Peace and Order



Peace and Order Services

The Barangay is dedicated to maintaining peace, order, and public safety within the community through proactive and coordinated efforts. It upholds the rule of law and ensures a secure environment where residents can live, work, and thrive without fear or threat.

Through the Barangay Peace and Order Committee (BPOC), Barangay Tanods, and in coordination with local law enforcement agencies, the barangay implements programs and activities aimed at crime prevention, conflict resolution, disaster preparedness, and community awareness.

a. Barangay Peace and Order and Public Safety

The barangay commits to fostering a peaceful, safe, and orderly community by ensuring responsive, fair, and community-centered peacekeeping efforts.

Office or Division:		Barangay Peace and Order		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government, G2C- Government to Client, G2B-Government to Business		
Who may avail:		All residents within the territorial jurisdiction of Barangay Cabezas		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Hall	Information Section Ask Client's purpose.	"None"		<i>Barangay Tanod</i>
2. Client Provide Concern and other details	Receive information		5 minutes	<i>Barangay Tanod</i>
3. Client cooperate in the process and provide written report or incident report	Assist in making the written or incident report.		5 minutes	<i>Barangay Tanod</i>
4. Receive Assistance and response or attend mediation	provide assistance and respond to request		2 to 3 minutes	<i>Barangay Tanod</i>
5. Follow Up if Needed	follow-up for further assistance		2 minutes	<i>Barangay Tanod</i>
TOTAL		"None"	15 minutes	



b. Barangay Protection Order (BPO)

Barangay Protection Orders (BPO) refer to the protection order issued by the Punong Barangay ordering the perpetrator to desist from committing acts under Section 5 (a) and (b) of R.A. 9262.

Republic Act No. 9262, otherwise known as the “Anti-Violence Against Women and Their Children Act of 2004,” offers protection to women and their children against various forms of abuse—whether physical, psychological, emotional, or economic—by affording quick and accessible legal remedies. Among these remedies is the Barangay Protection Order (BPO), which can be the first line of defense for victims effective for Fifteen (15) days.

The relief granted under a protection order serve the purpose of safeguarding the victim from further harm, minimizing any disruption in the victim's daily life, and facilitating the opportunity and ability of the victim to independently regain control over her life.

The BPO must clearly indicate the specific prohibitions, which often include:

- Ordering the respondent to desist from threatening to commit or committing acts of violence;
- Ordering the respondent to refrain from harassing, annoying, or contacting the victim directly or indirectly;
- Refraining from communicating with the victim in person, by phone, electronic means, or third-party mediation;
- Refraining from entering the residence, school, place of employment, or any specified location frequented by the victim.

A BPO is effective for a maximum of 15 days from the date of issuance. Should the petitioner need prolonged protection, the next step is to apply for a Temporary Protection Order (TPO) in the appropriate Regional Trial Court (Family Court).

Office or Division:	Violence Against Women and their Children (VAWC Desk Office)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government, G2C- Government to Client, G2B-Government to Business			
Who may avail:	All residents within the territorial jurisdiction of Barangay Cabezas			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Hall	VAWC Desk Officer Provide Application Form			VAWC Desk Officer
2. Client Provide Concern and other details	Receive information, interviews victim/s and		5-10 minutes	VAWC Desk Officer



	documentation (with strict confidentiality)			
3. Client cooperate in the process and provide written report	Assist in making the written report.		5 minutes	<i>VAWC Desk Officer</i>
4. Receive BPO	Issuance of BPO to Client "ex parte,"		3 to 5 minutes	<i>Punong Barangay</i>
5. Access to Counseling and Support Services	Service of the Order and Enforcement		10 minutes	<i>VAWC Desk Officer, Barangay Tanod</i>
TOTAL		"None"	30 minutes	



External Service

Early Childhood Care Development



Early Childhood Care Development

The Barangay is committed to promoting the holistic development of children aged 0–5 years through its Early Childhood Care and Development (ECCD) programs. These services aim to ensure that every child receives adequate health care, nutrition, early education, and social support during the most critical stage of growth and development.

The ECCD services are delivered through Barangay Day Care Centers and other community-based programs, in partnership with Day Care Workers, Barangay Health Workers, and the City Social Welfare and Development Office (CSWDO). The ECCD program focuses on nurturing children's physical, cognitive, emotional, and social development in a safe, inclusive, and child-friendly environment.

Barangay Luciano upholds the belief that investing in early childhood is essential for building a strong foundation for lifelong learning, good health, and responsible citizenship.

Office or Division:	Barangay Daycare Center			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Children Ages 3-5 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of PSA Birth Certificate		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Barangay Daycare Center for the Enrollment on the day of enlistment for children aged 3 ½ to 5 years old	Barangay Daycare Worker receives parents for enrollment	"None"	2 to 5 minutes	Client and Barangay Daycare Worker
2. Children go to school during school year.	Barangay Daycare provide age-appropriate lessons and having a feeding program for 10 months		Barangay Daycare Worker	
TOTAL		"None"	5 minutes	



ANNEX A: FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Written Feedback, Google Form or Thru Social Media Account
How feedbacks are processed	<p>Collection: Feedback can be submitted through official feedback forms, suggestion boxes, online portals, emails, or hotlines.</p> <p>Recording: All feedback is logged into a monitoring system or database for tracking and documentation.</p> <p>Review & Evaluation: The concerned office or unit reviews the feedback to determine the necessary action.</p> <p>Action: Positive feedback may be acknowledged, while negative feedback leads to improvement measures.</p> <p>Response (if needed): If contact information is provided, the person who submitted feedback may receive a reply or update.</p>
How to file a complaint	<p>Step 1: Prepare necessary details: Complainant's name and contact info (if not anonymous) Nature of the complaint Date, time, and place of the incident Involved personnel or office Supporting documents (if any)</p> <p>Step 2: Submit the complaint through any of the following: Online complaint portals (e.g., ARTA Complaints Portal) Email Walk-in to the concerned agency Through third-party channels like CCB or PCC</p>
How complaints are processed	<p>Acknowledgment: The receiving agency or office acknowledges receipt of the complaint.</p> <p>Assessment: The complaint is evaluated for validity and completeness.</p> <p>Investigation: The agency conducts internal verification or fact-finding.</p> <p>Resolution: Corrective or disciplinary actions may be implemented based on findings.</p> <p>Response: The complainant may be informed of the outcome (if contact was provided).</p> <p>Closure: The case is logged as resolved or closed once actions are completed.</p>



<p>Contact Information of CCB, PCC, ARTA</p>	<p>Civil Service Commission's Contact Center ng Bayan (CCB) Phone: 16565 (within the Philippines) Email: email@contactcenterngbayan.gov.ph Website: https://contactcenterngbayan.gov.ph</p> <p>Philippine Competition Commission (PCC) Phone: (+632) 87719-722 Email: info@phcc.gov.ph Website: https://www.phcc.gov.ph</p> <p>Anti-Red Tape Authority (ARTA) Phone: (+632) 8478-5091 Email: complaints@arta.gov.ph Website: https://arta.gov.ph</p>
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ANNEX B: LIST OF OFFICES

CONTACTS		
Office	Address	Contact Information
Office of the Punong Barangay	Barangay Multi-Purpose Hall, Purok 4, Barangay Cabezas, Trece Martires City, Cavite	046-483-4935
Office of the Barangay Administration	Barangay Multi-Purpose Hall, Purok 4, Barangay Cabezas, Trece Martires City, Cavite	046-483-4935
Barangay Health Center	Barangay Multi-Purpose Hall, Purok 4, Barangay Cabezas, Trece Martires City, Cavite	0955-159-5050
Barangay Early Childhood Care Development	Barangay Multi-Purpose Hall, Purok 4, Barangay Cabezas, Trece Martires City, Cavite	0906-898-8757
Barangay Peacekeeping Action Team (BPAT)	Barangay Multi-Purpose Hall, Purok 4, Barangay Cabezas, Trece Martires City, Cavite	0997-263-8289



ANNEX C: CITIZEN CHARTER DISPLAY/ POSTING



CITIZEN'S CHARTER

BARANGAY CABEZAS, TRECE MARTIRES CITY, CAVITE
TEL. NO. 8997-263-8289

PANANAW
Isang disiplinado at maghahasang mamamayan na nabuhay sa isang maunlad at malinis na pamayanan na may makatao at patas na pamayanan.

MISYON
Malangot ang antas ng pagmamuhay sa pamamagitan ng same-sama at tapat na

Name of the Job	List of Requirements	Mode of Delivery/Procedure	Total Processing time to Complete the Service	Fee/Task/Other Charges	Remarks
Application for Birth Certificate (Local Register)	1. Valid ID 2. Affidavit of Birth (if not in Local Register)	1. Fill out the Birth Certificate Application Form 2. Submit the form to the Office of the Municipal Registrar 3. Pay the fee 4. Receive the certificate after 10 working days	10 working days	None	None
Application for Birth Certificate (Foreign Register)	1. Valid ID 2. Affidavit of Birth (if not in Foreign Register)	1. Fill out the Birth Certificate Application Form 2. Submit the form to the Office of the Municipal Registrar 3. Pay the fee 4. Receive the certificate after 10 working days	10 working days	None	None
Application for Birth Certificate (Foreign Register)	1. Valid ID 2. Affidavit of Birth (if not in Foreign Register)	1. Fill out the Birth Certificate Application Form 2. Submit the form to the Office of the Municipal Registrar 3. Pay the fee 4. Receive the certificate after 10 working days	10 working days	None	None
Application for Birth Certificate (Foreign Register)	1. Valid ID 2. Affidavit of Birth (if not in Foreign Register)	1. Fill out the Birth Certificate Application Form 2. Submit the form to the Office of the Municipal Registrar 3. Pay the fee 4. Receive the certificate after 10 working days	10 working days	None	None
Application for Birth Certificate (Foreign Register)	1. Valid ID 2. Affidavit of Birth (if not in Foreign Register)	1. Fill out the Birth Certificate Application Form 2. Submit the form to the Office of the Municipal Registrar 3. Pay the fee 4. Receive the certificate after 10 working days	10 working days	None	None
Application for Birth Certificate (Foreign Register)	1. Valid ID 2. Affidavit of Birth (if not in Foreign Register)	1. Fill out the Birth Certificate Application Form 2. Submit the form to the Office of the Municipal Registrar 3. Pay the fee 4. Receive the certificate after 10 working days	10 working days	None	None
Application for Birth Certificate (Foreign Register)	1. Valid ID 2. Affidavit of Birth (if not in Foreign Register)	1. Fill out the Birth Certificate Application Form 2. Submit the form to the Office of the Municipal Registrar 3. Pay the fee 4. Receive the certificate after 10 working days	10 working days	None	None
Application for Birth Certificate (Foreign Register)	1. Valid ID 2. Affidavit of Birth (if not in Foreign Register)	1. Fill out the Birth Certificate Application Form 2. Submit the form to the Office of the Municipal Registrar 3. Pay the fee 4. Receive the certificate after 10 working days	10 working days	None	None
Application for Birth Certificate (Foreign Register)	1. Valid ID 2. Affidavit of Birth (if not in Foreign Register)	1. Fill out the Birth Certificate Application Form 2. Submit the form to the Office of the Municipal Registrar 3. Pay the fee 4. Receive the certificate after 10 working days	10 working days	None	None
Application for Birth Certificate (Foreign Register)	1. Valid ID 2. Affidavit of Birth (if not in Foreign Register)	1. Fill out the Birth Certificate Application Form 2. Submit the form to the Office of the Municipal Registrar 3. Pay the fee 4. Receive the certificate after 10 working days	10 working days	None	None

Barangay Trece



ANNEX D: CLIENT SATISFACTION FORM: ON-SITE

Control No: _____

(Bersyon para sa On-site Sarbey)



BARANGAY CABEZAS, LUNGSOD NG TRECE MARTIRES

TULUNGAN MO KAMI MAS MAPABUTI ANG AMING MGA PROSESO AT SERBISYO!

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa mga tanggapan ng gobyerno. Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa kakatapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maaari ring piliin na hindi sagutan ang sarbey na ito.

Uri ng Kliyente: Mamamayan Negosyo Gobyerno (Empleyado o Ahensya)

Petsa: _____ Kasarian: Lalaki Babae Edad: _____

Rehiyon: _____ Uri ng transaksyon o serbisyo: _____

PANUTO: Lagyan ng **tsek (✓)** ang iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

CC1 Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?

- 1. Alam ko ang CC at nakita ko ito sa napuntahang opisina
- 2. Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina
- 3. Nalaman ko ang CC nang makita ko ito sa napuntahang opisina
- 4. Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina (Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot)

CC2 Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay...

- 1. Madaling makita
- 2. Medyo madaling makita
- 3. Mahirap makita
- 4. Hindi makita
- 5. N/A

CC3 Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?

- 1. Sobrang nakatulong
- 2. Nakatulong naman
- 3. Hindi nakatulong
- 4. N/A

PANUTO:

Para sa SQD 0-8, lagyan ng **tsek (✓)** ang hanay na pinakaangkop sa iyong sagot.

	 Lubos na hindi sumasan gayon	 Hindi sumasang ayon	 Walang kinikilingan	 Sumasangayon	 Labis na sumasa ngayon	N/A Not Applicable
SQD0. Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.						
SQD1. Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon.						



Control No: _____

SQD2. Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay.						
SQD3. Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang.						
SQD4. Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito.						
SQD5. Nagbayad ako ng makatwirang halaga para sa aking transaksyon. <i>(Kung ang serbisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.)</i>						
SQD6. Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan", sa aking transaksyon.						
SQD7. Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin.						
SQD8. Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin.						

Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo (opsyonal):

Email address (opsyonal): _____

MARAMING SALAMAT!



ANNEX E: CLIENT SATISFACTION FORM: ONLINE

ANNEX F: RESOLUTION APPROVING THE CITIZEN CHARTER 2025 EDITION BY THE BARANGAY COUNCIL



Republic of the Philippines
Province of Cavite
City of Trece Martires
Barangay Cabezas



EXCERPTS FROM THE MINUTES OF MEETING OF THE SANGGUNIANG
BARANGAY OF CABEZAS HELD ON JUNE 2, 2025 AT THE SESSION HALL
OF BRGY. CABEZAS, TRECE MARTIRES CITY, CAVITE.

PRESENT

Hon. Jaddy C. Alarca	-	Punong Barangay
Hon. Berson E. Guyuran	-	Sangguniang Barangay Member
Hon. Nesita M. Villanueva	-	Sangguniang Barangay Member
Hon. Herminio A. Alarca	-	Sangguniang Barangay Member
Hon. Alfredo F. Buhay	-	Sangguniang Barangay Member
Hon. Leon S. Humarang	-	Sangguniang Barangay Member
Hon. Melvin B. Villanueva	-	Sangguniang Barangay Member
Hon. Jayson V. Ersando	-	Sangguniang Barangay Member
Hon. John Patrick D. Mission	-	Sangguniang Barangay Member

NO ABSENT

RESOLUTION NO. 2025-070

**RESOLUTION APPROVING THE CITIZEN'S CHARTER 2025 EDITION OF
BARANGAY CABEZAS, TRECE MARTIRES CITY, CAVITE**

WHEREAS, in accordance with Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, all government offices, including barangays, are mandated to establish a clear, systematic and transparent Citizen's Charter;

WHEREAS, Barangay Cabezas has reviewed, updated and enhanced its processes and frontline services through the preparation of the Citizen's charter 2025 Edition to improve the efficiency, accessibility and responsiveness of public service delivery;

WHEREAS, The said Edition has undergone proper consultations, evaluation and recommendations from the concerned committees and officials of the barangay;

NOW, THEREFORE, upon the motion of **HON. BERSON E. GUYURAN** and duly seconded by **HON. LEON S. HUMARANG**,

BE IT RESOLVED, as it is hereby resolved, to formally approve the Citizen's Charter 2025 Edition of Barangay Cabezas and adopt it as the official service guide of the barangay effective this calendar year 2025;

ALFREDO F. BUHAY
SB Member

HERMINIO A. ALARCA
SB Member

NESITA M. VILLANUEVA
SB Member

BERSON E. GUYURAN
SB Member

LEON S. HUMARANG
SB Member

MELVIN B. VILLANUEVA
SB Member

JAYSON V. ERSANDO
SB Member

JOHN PATRICK D. MISSION
SB Member



RESOLVED FURTHER, that a copy of this Resolution be transmitted to the Department of Interior and Local Government (DILG) and the Anti-Red Tape Authority (ARTA) for their information and proper documentation.

RESOLVED FINALLY, to post the approved Citizen's Charter in visible and accessible areas within the Barangay Hall and make it available to the public in both printed and digital formats.

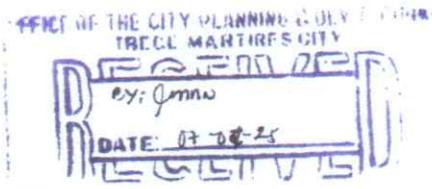
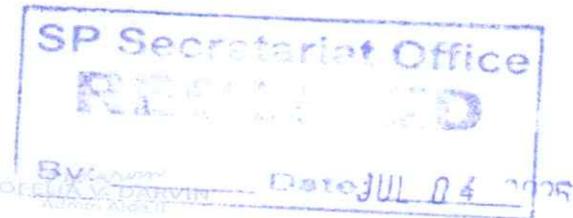
APPROVED UNANIMOUSLY.

I HEREBY CERTIFY to the correctness of this Resolution. This 2nd day of June 2025.

DONALYN C. URBINA
Barangay Secretary

APPROVED BY:

JADY C. ALARCA
Punong Barangay



ALFREDO F. BUHAY
SB Member

LEON S. HUMARANG
SB Member

HERMILIO A. ALARCA
SB Member

MELVIN B. VILLANUEVA
SB Member

NESITA M. VILLANUEVA
SB Member

JAYSON V. ERSANDO
SB Member

BERSON E. GUYURAN
SB Member

JOHN PATRICK D. MISSION
SB Member