|  |
| --- |
| C:\Users\Benzar\Desktop\BACKUP\layout\student\LOGO (1).jpgOFFICE OF THE SANGGUNIANG BAYANCITIZEN CHARTER |
| Step No. | STEP INVOLVED | SERVICE PROVIDER | OFFICE LOCATION | PERSON IN CHARGE | DURATION OF ACTIVITY |
| 1 | **INQUIRE FOR ACCREDITATION OF ORGANIZATIONS:**REQUIREMENTS:-Duly accomplished Application FormBoard Resolution signifying Intention for accreditation Certificate of Registration (SEC, DOLE, etc.)-List of current officers and members-Annual Accomplishment Report -Financial Statement-Profile Indicating the purposes and objectives of the organization-Copy of the minutes of the meeting of the organization-Copy of Constitution and By-laws. | Explain to the client the requirements and give application form | Sangguniang Bayan's Office | SB Secretariat | 2-5 minutes |
| 2 | SUBMISSION OF APPLICATION AND REQUIREMENTS | Receive application and check the requirements | Sangguniang Bayan's Office | SB Secretariat | 5 minutes or less |
| 3 | PROCESSING ACCREDITATION | Upon Instruction of the Committee Chair on Rules, include in the Calendar of Business | Sangguniang Bayan's Office | SB Secretary | Depends upon the schedule of session and its approval |
| 4 | PREPARING ACCREDITATION PAPERS | Prepare the Certificate or Resolution of Accreditation | Sangguniang Bayan's Office | SB Secretariat and Staff | After approval |
| 5 | ISSUANCE OF ACCREDITATION PAPER | Issue Certification or resolution of Accreditation | Sangguniang Bayan's Office | SB Secretariat | 2-5 minutes |
| ISSUANCE OF PHOTOCOPY/THRU COPY OF SANNGUNIANG BAYAN DOCUMENTS |
| Step No. | STEP INVOLVED | SERVICE PROVIDER | OFFICE LOCATION | PERSON IN CHARGE | DURATION OF ACTIVITY |
| 1 | REQUEST FOR SANGGUNIANG BAYAN DOCUMENTSREQUIREMENTS: Name Address Number of Copies Purpose | Search for the requested documents/s. | Sangguniang Bayan’s Office | SB Secretariat | 1-5 minutes |
| 2 | PAY THE CORRESPONDING FEE | Issuance Official Receipt | Treasurer’s Office  | Treasury Personnel |  |
| 3 | RELEASING OF REQUESTED DOCUMENT/S | Check the OR and release the document/s. | Sangguniang Bayan’s Office | SB Secretariat | 1-2 minutes |
| BARANGAY ORDINANCES AND RESOLUTIONS |
| Step No. | STEP INVOLVED | SERVICE PROVIDER | OFFICE LOCATION | PERSON IN CHARGE | DURATION OF ACTIVITY |
| 1 | REQUEST FOR THE APPROVAL OF ORDINANCES AND RESOLUTIONS REQUIREMENTS: Copy of Barangay Ordinances or Resolutions Supporting Documents  (if any) | Receive, validate and endorse to SB Secretary for calendar. | Sangguniang Bayan’s Office | SB Secretariat | 2-5 minutes |
| 2 | PREPARE RESOLUTION/ ORDINANCE | Upon instruction of Committee Chair on Rules, record the same for inclusion in the agenda. | Sangguniang Bayan’s Office | SB Secretariat |  |
| 3 | REVIEW DELIBERATION AND APPROVAL | For review and deliberation of SB during Session. | Sangguniang Bayan’s Office | SB Secretariat | 1-3 sessions of SB |
| If the ordinance or resolution is approved, prepare the documents to be signed by the Presiding Officer and SB Secretary and or SB Member. |
| If disapproved or lack of requirements, notify or return the measure to the Punong Barangay or other concerned. |
| 4 | ISSUANCE OF ORDINANCE AND RESOLUTIONS | Forward the documents to concerned person and agency. |  | SB Secretariat | 2-5 minutes |
| ISSUANCE OF CERTIFICATION AND ENDORSEMENT |
| Step No. | STEP INVOLVED | SERVICE PROVIDER | OFFICE LOCATION | PERSON IN CHARGE | DURATION OF ACTIVITY |
| 1 | REQUEST FOR CERTIFICATION AND ENDORSEMENT | Listen to inquiry and refer to the concern person. | Sangguniang Bayan’s Office | SB Secretariat | 1 minute or less |
| 2 | PREPARE CERTIFICATE AND ENDORSEMENT | Prepare the Certification or Endorsement. | Sangguniang Bayan’s Office | SB Secretariat | 1 minute or less |
| 3 | RELEASING OF REQUESTED DOCUMENT/S | Check the OR and release the document/s. | Sangguniang Bayan’s Office | SB Secretariat | 1 minute or less |

|  |
| --- |
| SCHEDULE OF FEES |
| For every one hundred (100) words of fraction  thereof, Typewritten |  Php 11.00 |
| Where the copy to be furnished is in printed form, in whole or in part, for each page (double this fee if there are two pages in a sheet) |   Php 22.00  |
| For each certificate of correctness (with seal of office) written on the copy  |  Php 22.00 |
| For certified copies of any paper, record, decree, judgement or entry of which any person entitled to demand and receive a copy (in connection with judicial proceedings), for each (100) words |  Php 11.00 |
| For copies produced by copying machine, per page |  Php 5.00 |
| Photo copy, per page |  Php 6.00 |

|  |
| --- |
|  TRUCKING AND HAULING ACCREDITITION |
| STEP NO. | STEPS INVOLVED | SERVICE PROVIDER | OFFICE LOCATION | PERSON IN CHARGE | DURATION OF ACTIVITY |
| 1 | INQUIRE FOR TRUCKING AND HAULING ACCREDITATION | Give the corresponding form for application and explain what to do. | Sangguniang Bayan’s Office | SB Secretariat | 2-5 minutes |
| 2 | PAY THE CORRESPONDING FEE | Issue Official Receipt. | Treasurer’s Office | Treasury Personnel |  |
| 3 |  FILE  APPLICATION FOR ACCREDITON | Accept and validate application. Check the requirements. Record the details. | Sangguniang Bayan’s Office | SB Secretariat | 2-5 minutes |
| 4 | ISSUANCE OF ACCREDITION STICKER  | Issue sticker and inform the client to get the Mayor’s Permit. Give instructions. | Sangguniang Bayan’s Office | SB Secretariat | 2 minutes or less |
|  SCHEDULE OF FEES |
| Occupation Fee |  Php 250.00 |
| Trucking Services |  Php 200.00 |
| Accreditation Fee |  Php 250.00 |
| Surcharge (25%) |   |

**REMINDER**

Accreditation is valid for one year.

|  |
| --- |
|  TRICYCLE FRANCHISE APPLICATION |
| STEP NO. | STEPS INVOLVED | SERVICE PROVIDER | OFFICE LOCATION | PERSON IN CHARGE | DURATION OF ACTIVITY |
| 1 | INQUIRE FOR TRICYCLE FRANCHISE APPLICATIONQUALIFICATIONSFILIPINO CITIZENRESIDENT OF CALATAGAN FOR AT LEAST ONE (1) YEARREQUIREMENTS:POLICE CLEARANCECERTIFICATE OF REGISTRATION-FOR HIRE (TC)LATEST/UPDATED OFFICIAL RECEIPT (LTO) REGISTRATIONCANCELLATIONOF THE PREVIOUS FRANCHISE (if needed) | Give and explain the list of requirements and qualifications. | Sangguniang Bayan’s Office | SB Secretariat | 2 minutes or less |
| 2 | PAY APPLICABLE FEES AND CHARGES  | Check and accept payment. Issue Official Receipt. | Treasurer’s Office | Treasury Personnel | Two (2) minute or less |
| 3 | VALIDATION OF REQUIREMENTS/QUALIFICATIONS | Evaluate and validate requirements. | Sangguniang Bayan’s Office | SB Secretariat | One (1) minute or less |
| 4 | PHOTO SCANNING OF APPLICANT AND UNIT/S | Capture applicant’s photo and unit (tricycle). | Sangguniang Bayan’s Office | SB Secretariat | Two (2) minute or less |
| 5 | ENCODING | Input applicant and unit information. | Sangguniang Bayan’s Office | SB Secretariat | Two (2) minute or less |
| 6 | PRINTING AND SIGNING OF APPLICATION AND MTOP (Motorized Tricycle Operator’s Permit) | Print Application and MTOP. | Sangguniang Bayan’s Office | SB Secretariat | One (1) minute or less |
| 7 | RELEASING OF FRANCHISE DOCUMENTS AND PLATE | Hand franchise documents and plate to applicant. | Sangguniang Bayan’s Office | SB Secretariat | One (1) minute or less |
| TRICYCLE FRANCHISE RENEWAL APPLICATION |
| STEP NO. | STEPS INVOLVED | SERVICE FRANCHISE | OFFICE LOCATION | PERSON IN CHARGE | DURATION OF ACTIVITY |
| 1 | INQUIRE FOR TRICYCLE FRANCHISE RENEWAL APPLICATION QUALIFICATIONSFILIPINO CITIZENRESIDENT OF CALATAGAN FOR AT LEAST ONE (1) YEARREQUIREMENTS:POLICE CLEARANCECERTIFICATE OF REGISTRATION-CANCELLATION OF PREVIOUS FRANCHISE (if needed) | Give and explain the list of requirements and qualifications. | Sangguniang  Bayan’s  Office | SB Secretariat | Two (2) minute or less |
| 2 | PAY APPLICABLE FEESAND CHARGES | Check and accept payment. Issue Official Receipt. | Treasurer’s Office | Treasury personnel | Two (2) minute or less |
| 3 | VALIDATION OF REQUIREMENTS/QUALIFICATIONS | Evaluate and validate requirements. | Sangguniang  Bayan’s Office | SB Secretariat | One (1) minute or less |
| 4 | ENCODING | Input renewal of application’s information. | Sangguniang Bayan’s Office | SB Secretariat | One (1) minute or less |
| 5 | PRINTING AND SIGNING OF APPLICATION AND MTOP (Motorized Tricycle Operator’s Permit) | Print Application and MTOP. | Sangguniang Bayan’s Office | SB Secretariat | One (1) minute or less |
| 6 | RELEASING OF FRANCHISE DOCUMENTS AND PLATE | Hand franchise documents to applicant. | Sangguniang Bayan’s Office | SB Secretariat | One (1) minute or less |

|  |
| --- |
| PERMIT FOR TRICYCLE FRANCHISE |
| STEP NO.  | STEPS INVOLVED | SERVICE PROVIDER | OFFICE LOCATION | PERSON IN CHARGE | DURATION OF ACTIVITY |
| 1 | INQUIRE FOR PERMIT FOR TRICYCLE FRANCHISEREQUIREMENTS:CERTIFICATE OF REGISTRATION-FOR HIRE (TC)LATEST/UPDATED RECEIPT (LTO) REGISTRATIONCOPY OF CURRENT FRANCHISE | Give and explain the list of requirements. | Sangguniang Bayan’s Office | SB Secretariat | One (1) minute or less |
| 2 | PAY APPLICABLE FEES AND CHARGES | Check and accept payment. Issue Official Receipt. | Treasurer’s Office | Treasury personnel | Two (2) minute or less |
| 3 | VALIDATION OF REQUIREMENTS | Evaluate and validate requirements. | Sangguniang  Bayan’s Office | SB Secretariat | One (1) minute or less |
| 4 | ENCODING | Input permit application information. | Sangguniang Bayan’s Office | SB Secretariat | One (1) minute or less |
| 5 | RELEASING OF STICKER PERMIT | Hand franchise sticker to applicant. | Sangguniang Bayan’s Office | SB Secretariat | One (1) minute or less |
| SCHEDULE OF FEES |
| Application Fee -Php 50.00 | Surcharge (25%)  |
| Franchise Fee -Php 500.00 | Miscellaneous -Php 40.00-75.00 |
| Annual Registration Fee (for hire) -Php 175.00 | Service Fee (Change of Unit) -Php 150.00 |
| Annual Registration Fee (private) -Php 175.00 | 1st Offense -Php 500.00-1,000.00 |
| Cancellation Fee -Php 100.00 | 2nd Offence -Php 700.00-2,000.00 |
| Mayor’s Permit -Php 100.00 | 3rd Offence -Php 2,500.00 |

**REMINDERS**

Tricycle Franchise is valid for three (3) years from the date of issued unless terminated for a reasonable cause.

Only driver with Professional License can drive the tricycle and must be carried for all times.

No person can operate or drive a tricycle for hire without permit.

Operator must get Permit on or before January 20 of every year.

|  |  |
| --- | --- |
|  COMPLAINT FEEDBACK |  |
| STEP NO. | STEPS INVOLVED | SERVICE PROVIDER | OFFICE LOCATION | PERSON IN CHARGE | DURATION OF AQCTIVITY |
| 1 | COMPLAIN, SUGGEST OR FEEDBACKREQUIREMENTS:LETTER OF COMPLAINT (IF ANY) | Listen, ask, and help the clients in their problem/concern and refer to the appropriate person. | Sangguniang Bayan’s Office | SB Secretariat | Two (2) minutes or less |