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| C:\Users\Benzar\Desktop\BACKUP\layout\student\LOGO (1).jpg  OFFICE OF THE SANGGUNIANG BAYAN  CITIZEN 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 Form  Board 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 DOCUMENTS  REQUIREMENTS:  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 |

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| 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 |

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| 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.

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| TRICYCLE FRANCHISE APPLICATION | | | | | | | | |
| STEP NO. | STEPS INVOLVED | SERVICE PROVIDER | | OFFICE LOCATION | | PERSON IN CHARGE | | DURATION OF ACTIVITY |
| 1 | INQUIRE FOR TRICYCLE FRANCHISE APPLICATION  QUALIFICATIONS  FILIPINO CITIZEN  RESIDENT OF CALATAGAN FOR AT LEAST ONE (1) YEAR  REQUIREMENTS:  POLICE CLEARANCE  CERTIFICATE OF REGISTRATION-FOR HIRE (TC)  LATEST/UPDATED OFFICIAL RECEIPT (LTO) REGISTRATION  CANCELLATIONOF 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  QUALIFICATIONS  FILIPINO CITIZEN  RESIDENT OF CALATAGAN FOR AT LEAST ONE (1) YEAR  REQUIREMENTS:  POLICE CLEARANCE  CERTIFICATE 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 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 | 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 | |

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| PERMIT FOR TRICYCLE FRANCHISE | | | | | | |
| STEP NO. | STEPS INVOLVED | SERVICE PROVIDER | | OFFICE LOCATION | PERSON IN CHARGE | DURATION OF ACTIVITY |
| 1 | INQUIRE FOR PERMIT FOR TRICYCLE FRANCHISE  REQUIREMENTS:  CERTIFICATE OF REGISTRATION-FOR HIRE (TC)  LATEST/UPDATED RECEIPT (LTO) REGISTRATION  COPY 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.

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| COMPLAINT FEEDBACK | | | | |  |
| STEP NO. | STEPS INVOLVED | SERVICE PROVIDER | OFFICE LOCATION | PERSON IN CHARGE | DURATION OF AQCTIVITY |
| 1 | COMPLAIN, SUGGEST OR FEEDBACK  REQUIREMENTS:  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 |