

SERVICE PROVIDER/S	- ARIEL D.S. SALES - VERONICA D. BUENVIAJE
TIME FRAME	15 minutes
REQUIRED DOCUMENT/S	Verified complaint letter.
REQUIRED FEES	None

FRONTLINE SERVICE	IMPLEMENTATION OF OMBUDSMAN AND SANGGUNIANG PANLUNGSOD DECISIONS/ ORDERS Serve and implement Sangguniang Panlungsod decisions. (Suspension or removal, memorandum, court/ ombudsman orders)L-R
SERVICE PROVIDER/S	- ARIEL D.S. SALES - VERONICA D. BUENVIAJE
DURATION	1 day

FRONTLINE SERVICE	ISSUANCE OF CERTIFICATION
STEP 1	Receive request letter for certification needed.
SERVICE PROVIDER/S	- SARITA S. ALCANTARA - DIERDRE F. FESARIT
TIME FRAME	2 minutes
REQUIRED DOCUMENT/S	Request letter
STEP 2	Verify request.
SERVICE PROVIDER/S	DIERDRE F. FESARIT
TIME FRAME	5 minutes
STEP 3	Issue Order of Payment.
SERVICE PROVIDER/S	- DIERDRE F. FESARIT - JESUS L. TAN, JR.
TIME FRAME	3 minutes
STEP 4	Prepare requested documents
SERVICE PROVIDER/S	- DIERDRE F. FESARIT - JESUS L. TAN, JR.
TIME FRAME	5 minutes
STEP 5	Approve and sign documents by the Office Head.
SERVICE PROVIDER/S	VIOLETA Y. GONZALES (Officer-in-Charge)
TIME FRAME	2 minutes
STEP 6	Release Certification.
SERVICE PROVIDER/S	- JESUS L. TAN JR. - DIERDRE F. FESARIT
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	Certification for Death Claim: 1. Death Certificate of the deceased barangay official Certification for Eligibility 1. Barangay Certification from Punong Barangay 2. Service Record 3. Oath of Office 4. Appointment (Certified Photocopy filed in the Records Section) Certification on Leave Credits 1. Copy of computation of leave credits signed by the City Accountant
REQUIRED FEES	Local - PhP 20.00 per copy Abroad - PhP 100.00 per copy

FRONTLINE SERVICE	BARANGAY INFORMATION DISSEMINATION
STEP 1	Receive inter-department/ agency communication
	<ul style="list-style-type: none"> • Memorandum Circulars • Ordinance/ Resolutions

	<ul style="list-style-type: none"> • Administrative/ Executive Orders • Issuances
SERVICE PROVIDER/S	AREA MANAGERS
TIME FRAME	1 day
REQUIRED DOCUMENT/S	Communications and issuances

FRONTLINE SERVICE	BARANGAY INFORMATION DISSEMINATION (cont.)												
STEP 2	Conduct brief orientation to all area managers regarding the activity/ program to be implemented.												
SERVICE PROVIDER/S	- ARIEL D.S. SALES - VERONICA D. BUENVIAJE												
TIME FRAME	45 minutes												
STEP 3	Prepare the enclosure letter for the said communication.												
SERVICE PROVIDER/S	- DIERDRE F. FESARIT - ARIEL D.S. SALES												
TIME FRAME	5 minutes												
STEP 4	Reproduce the communication.												
SERVICE PROVIDER/S	- DIERDRE F. FESARIT - ARIEL D.S. SALES												
TIME FRAME	45 minutes												
STEP 5	Dispatch the area managers for the dissemination of information.												
SERVICE PROVIDER/S	- ARIEL D.S. SALES - VERONICA D. BUENVIAJE												
TIME FRAME	45 minutes												
STEP 6	Submit Acknowledgement Receipt.												
SERVICE PROVIDER/S	<table border="0"> <tr> <td>Barangay 1 – 48</td> <td>– MA. TERESITA MANGALIMAN</td> </tr> <tr> <td>Barangay 49 – 93</td> <td>– FERDINAND S. MALIT</td> </tr> <tr> <td>Barangay 94 – 141</td> <td>– DANILO PINEDA</td> </tr> <tr> <td>Barangay 142 – 164</td> <td>– ARIEL D.S. SALES</td> </tr> <tr> <td>Barangay 165 – 188</td> <td>– JESUS L. TAN, JR.</td> </tr> <tr> <td>Driver</td> <td>– REYNALDO DC. DUPAYA (JO)</td> </tr> </table>	Barangay 1 – 48	– MA. TERESITA MANGALIMAN	Barangay 49 – 93	– FERDINAND S. MALIT	Barangay 94 – 141	– DANILO PINEDA	Barangay 142 – 164	– ARIEL D.S. SALES	Barangay 165 – 188	– JESUS L. TAN, JR.	Driver	– REYNALDO DC. DUPAYA (JO)
Barangay 1 – 48	– MA. TERESITA MANGALIMAN												
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Barangay 142 – 164	– ARIEL D.S. SALES												
Barangay 165 – 188	– JESUS L. TAN, JR.												
Driver	– REYNALDO DC. DUPAYA (JO)												
TIME FRAME	One day after distribution												
REQUIRED DOCUMENT/S	Documents for reproduction (optional)												
REQUIRED FEES	None												

FRONTLINE SERVICE	<ul style="list-style-type: none"> – MOBILIZATION AND MONITORING – INTER-ORGANIZATION COORDINATION
STEP 1	Receive the inter-department/ agency communication/ invitation: <ul style="list-style-type: none"> • Barangay General Assembly • State of Barangay Address • City/ National Government Activity/ Program
SERVICE PROVIDER/S	DIERDRE F. FESARIT
TIME FRAME	10 minutes
REQUIRED DOCUMENT/S	Copy of communication/ invitations
STEP 2	Conduct brief orientation to all area managers regarding the activity/ program to be mobilized or monitored.
SERVICE PROVIDER/S	- ARIEL D.S. SALES - VERONICA D. BUENVIAJE
TIME FRAME	45 minutes
STEP 3	Assign the respective tasks: <ul style="list-style-type: none"> • Attendance • Physical Arrangement
SERVICE PROVIDER/S	- ARIEL D.S. SALES - VERONICA D. BUENVIAJE

TIME FRAME	1 day
STEP 4	Dispatch the area managers for the mobilization/ monitoring activities.
SERVICE PROVIDER/S	- ARIEL D.S. SALES - VERONICA D. BUENVIAJE
TIME FRAME	45 minutes

FRONTLINE SERVICE	– MOBILIZATION AND MONITORING – INTER-ORGANIZATION COORDINATION (cont.)
STEP 5	Submit After-Activity Report.
SERVICE PROVIDER/S	Barangay 1 – 48 – MA. TERESITA MANGALIMAN Barangay 49 – 93 – FERDINAND S. MALIT Barangay 94 – 141 – DANILO PINEDA Barangay 142 – 164 – ARIEL D.S. SALES Barangay 165 – 188 – JESUS L. TAN, JR. Driver – REYNALDO DC. DUPAYA (JO)
TIME FRAME	One day after mobilization and monitoring activities
REQUIRED DOCUMENT/S	Memorandum/ request letter from other offices/ departments.
REQUIRED FEES	None

FEEDBACK AND COMPLAINTS MECHANISM:

Accomplish the Feedback Form available in the office and drop in the designated Comment and Suggestion Box located at the Front Desk or send queries through any of the following form of correspondence:

Email Address: *barangaysecretariat@gmail.com*

Telephone Numbers: (02) 336 – 5592
(02) 288 – 8811 loc. 2310