



**BARANGAY SAN BARTOLOME
DISTRICT V, QUEZON CITY**



CITIZEN'S CHARTER

VISION : An Independent and progressive Barangay advocating principles and practices of Good Governance that promotes transparency toward a child – friendly and quality Barangay in District 5.

MISSION : Barangay San Bartolome commits itself to provide desirable norms to maintain Peace and Order ; offer meaningful livelihood programs; design Education opportunities to the underprivileged; be involved activity in socio-cultural and religious interfaith activity; exemplify in Environmental Care and Management; and exercise healthy living and sustenance thereof.

SERVICE PLEDGE

We the official and employees of Barangay San Bartolome, District V, Quezon City do solemnly pledge and commit to effectively deliver quality public services as promised in this Citizen's Charter.

FRONTLINE SERVICE	CLIENT	PROCEDURES	FEES	TIME	RESPONSIBLE	REQUIREMENT	OUTPUT
I . ISSUANCE OF BARANGAY CLEARANCE FOR :	Corporation, Traders, Retailers, Businessmen	1. Check Requirements 2. Payment of fee and issuance of Official Receipt	Depending on the nature of business as provided in the Barangay Ordinance No. 04, Series of 2012	3 Minutes 3 Minutes	Barangay Staff Revenue Collection Officers	1. Application form for business permit and license 2. DTI/SEC (Whatever is Applicable) 3. Contract of Lease (if renting). 4. Photocopy of little and / or authorization. 5. Homeowner's Association Certificate (if applicable)	Barangay Clearance
A. BUSINESS		3. Prepare Barangay Clearance 4. Signature of authorized signing official 5. Release of clearance		3 Minutes 2 Minutes 1 Minute Total: 12 Minutes	Barangay Staff Punong Barangay Barangay Secretary	Renewal: 1.Previous Mayor's Permit 2. Homeowner's Association Certificate (If Applicable)	Barangay Clearance
B. EMPLOYMENT POSTAL ID, SCHOOL, LOAN, UPAO, PERSONAL IDENTIFICATION	Barangay Constituents	1. Fill-in application form 2. Verify if listed in the list of registration voter: 3. Payment of fee and issuance of Official Receipt. 4. Prepare Barangay Clearance 5. Signing of authorized signing official 6. Releasing of clearance	Php 50.00	3 Minutes 3 Minutes 3 Minutes 2 Minutes 1 Minutes Total : 12 Minutes	OBS Staff Revenue Collection Officer OBS Staff Punong Barangay Barangay Secretary	1. Must be registered voter and / or must have six (6) months residency 2. Homeowner's Association Certificate (if applicable)	Barangay Clearance
D.F.A., TRAVEL SENIOR CITIZEN AND SOLO PARENT / P.W.D.			Php 100.00 No Fee				Barangay Clearance
C. GOOD MORAL CHARACTER	Barangay Constituents	1. Fill-in application form. 2. Verify if listed in the list of registered voters. 3. Proceed to Lupon Office for background Checking		3 Minutes 5 Minutes 2 Minutes	OBS Staff OLT Clerk	1. Must be registered voters and / or must have six (6) months residency 2. No Case or pending case field in the Barangay. 3. Homeowner's Certification Certificate (if applicable)	

		<ul style="list-style-type: none"> 4. Return to OBS for evaluation. 5. Payment of fee and issuance of Official Receipt 6. Prepare Barangay Clearance 7. Signature of authorized signing official 8. Issuance of clearance 	Php 50.00	<ul style="list-style-type: none"> 5 Minutes 5 Minutes 3 Minutes 1 Minutes Total : 19 Minutes 	<ul style="list-style-type: none"> OBS Staff Revenue Collection Officer OBS Staff Punong Barangay OBS Staff 		Barangay Clearance
D. MAYNILAD, MERALCO, PLDT, BAYANTEL, SKY CABLE / CIGNAL /HOME	<ul style="list-style-type: none"> Barangay Constituents Contractor 	<ul style="list-style-type: none"> 1. Check Requirements 2. Payment of fee and issuances of Official Receipts 3. Prepare Barangay Clearance. 4. Signature of authorized signing official. 5. Issuance of clearance 	Depending on the nature of business as provided in the Barangay Clearance No. 04, Series of 2012.	<ul style="list-style-type: none"> 3 minutes 3 minutes 3 minutes 2 minutes 1 minute Total: 12 minutes 	<ul style="list-style-type: none"> OBS Staff Revenue collection Officer OBS Staff Punong Barangay Barangay Secretary OBS staff 	<ul style="list-style-type: none"> Residential: 1. Photocopy of title and/ or authorization 2. Contact of Lease 3. Homeowner's Association Certificate (if applicable) Residential: 1. Photocopy of title and/ or authorization 2. Contact of Lease 3. Homeowner's Association Certificate (if applicable) 4. Excavation Bond Php. 1,000.00 (refundable) Contractor: 1. Letter request to Punong Barangay 2. Endorsement Letter from Maynilad 3. Project Map 4. Homeowner's Association Certificate (if applicable) 5. Excavation Bond (Refundable) 	Barangay Clearance
E. SPECIAL PERMITS – CUT TREES	Barangay Residents Clients	<ul style="list-style-type: none"> 1. check requirements 2. Payment of fee and issuance of official Receipt. 3. Prepare barangay clearance 4. Signature of authorized signing official 5. issuance of clearance. 	Depending on the nature of business as provided in the Barangay Ordinance No. 04 Series of 2012.	<ul style="list-style-type: none"> 3 minutes 3 minutes 3 minutes 2 minutes 1 minute Total: 12 minutes 	<ul style="list-style-type: none"> OBS Staff Revenue Collection Officer OBS staff Punong Barangay Barangay Secretary OBS Staff 	<ul style="list-style-type: none"> 1. Letter address to PB Lamberto L. Pascual requesting for Locational. 2. Business permit 3. Contract of Lease /TCT B/S to schedule during hearing Barangay Session. 	Barangay Clearance
F. INDIGENCY	Barangay residents	<ul style="list-style-type: none"> 1. Evaluate the application 2. Prepare Barangay Clearance 3 Signature of authorized signing official 4. Issuance of Clearance 	No fee	<ul style="list-style-type: none"> 5 minutes 10 minutes 3 minutes 1 minute Total: 19 minutes 	<ul style="list-style-type: none"> OBS Staff OBS Staff Punong Barangay Barangay Secretary OBS Staff 		Barangay Clearance
LOCATIONAL	Businessmen	<ul style="list-style-type: none"> 1. Check Requirements 	Depending on the nature of business as provided in the Barangay Ordinance No. 04, series of 2012			<ul style="list-style-type: none"> 1. Letter address to PB Lamberto L. Pascual requesting locational. 2. Business permit 3. Contract of Lease / TCT B/S to schedule during hearing Barangay Session 	Barangay Clearance