

CITIZEN'S CHARTER

ASSOCIATION OF BARANGAY CAPTAINS OFFICE

The office is responsible for the coordination of barangays, support the local government, and promote the welfare of their constituents through effective and efficient public service.

FUNCTIONAL STATEMENT

The **Liga ng mga Barangay Office** shall:

1. Facilitate the general assembly, trainings, seminars, and workshops of Barangay Officials;
2. Refer barangay concerns to the City Departments and vice versa;
3. Amicable settlement of complaint or conflict between Barangay Officials;
4. Support the City Mayor in all programs for the Imuseños.
5. Dessiminates the Mandates from the City Government of Imus to all Barangays.

FRONTLINE SERVICES OFFERED

- Coordinate barangay assembly, trainings, seminars, and workshops for Barangay Officials;
- Referral of barangay concerns to the City Departments;
- Referral of complaints received by the office to the concerned barangay;
- Amicable settlement of complaint or conflict between Barangay Officials.
- Disseminates the Mandates from the City Government of Imus to all Barangay concerned.

INTERNAL PROCESS

- Information dissemination to promote awareness of the public thru Barangay Officials.

COORDINATE BARANGAY ASSEMBLY, TRAININGS, SEMINARS, AND WORKSHOPS FOR BARANGAY OFFICIALS

TYPE OF SERVICE:

- Complex

WHO MAY AVAIL THE SERVICE:

- All Barangay Officials of City of Imus

REQUIREMENT(S):

- Letter of confirmation

FEE(S)/CHARGE(S):

- Assembly/Training/Seminar/Workshop Fees

HOW TO AVAIL THE SERVICE:

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT /UNIT		
1		Receive memorandums, invitations, or other communications from LGU, DILG or other concerned offices	Arianne Mañago Ma. Lourdes Garceniego Kristiana Ghracia Detruz	1 minute
2		Contact concerned personnel thru memorandum, letter, call, text, or social media	Arianne Mañago Ma. Lourdes Garceniego Kristiana Ghracia Detruz	3 minutes
3	Submit letter of confirmation and names of attendees	Receive the letter and prepare the necessary documents	Arianne Mañago Ma. Lourdes Garceniego Kristiana Ghracia Detruz	10 minutes
4	Pay the necessary fees, if necessary	Receive the payment and issue the O.R.	Arianne Mañago Ma. Lourdes Garceniego Kristiana Ghracia Detruz	2 minutes

5		Arrange the bookings for speaker, accommodation, and transportation	Arianne Mañago Ma. Lourdes Garceniego Khristiana Ghracia Detruz	1 day
6		Prepare the materials for the activity	Arianne Mañago Ma. Lourdes Garceniego Khristiana Ghracia Detruz	1 day
Fill-out the Client Satisfaction Rating Form				
TOTAL DURATION OF ACTIVITY				2 days and 16 minutes
END OF TRANSACTION				

Note: May take up to 7 working days depending on the response of the concerned persons

REFERRAL OF BARANGAY CONCERNS TO THE CITY DEPARTMENTS

TYPE OF SERVICE:

- Simple

WHO MAY AVAIL THE SERVICE:

- All Barangay Captains of City of Imus

REQUIREMENT(S):

- Letter

FEE(S)/CHARGE(S):

- None

HOW TO AVAIL THE SERVICE:

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT /UNIT		
1	Submit the requirement	Receive the requirement	Arianne Mañago Ma. Lourdes Garceniego Khristiana Ghracia Detruz	1 minute
2		Issue memorandum or endorsement letter to the concerned City Department	ABC President	10 minutes
3	Receive the memorandum or endorsement letter	Distribute the memorandum or endorsement letter to the concerned City Department	Arianne Mañago Ma. Lourdes Garceniego Khristiana Ghracia Detruz	2 minutes

4		Do the necessary action	Concerned City Department	
5		Receive reply or feedback from the concerned City Department	Arianne Mañago Ma. Lourdes Garceniego Khristiana Ghracia Detruz	1 minute
6	Receive reply or feedback	Inform the concerned barangay regarding the reply or feedback of the concerned City Department	Arianne Mañago Ma. Lourdes Garceniego Khristiana Ghracia Detruz	5 minutes
Fill-out the Client Satisfaction Rating Form				
TOTAL DURATION OF ACTIVITY				19 minutes
END OF TRANSACTION				

Note: May take up to 3 working days depending on the response of the concerned persons

REFERRAL OF COMPLAINTS RECEIVED BY THE OFFICE TO THE CONCERNED BARANGAY

TYPE OF SERVICE:

- Simple

WHO MAY AVAIL THE SERVICE:

- All residents and non-residents of City of Imus

REQUIREMENT(S):

- Letter of complaint

FEE(S)/CHARGE(S):

- None

HOW TO AVAIL THE SERVICE:

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT /UNIT		
1	Submit the requirement	Receive the requirement	Arianne Mañago Ma. Lourdes Garceniego Khristiana Ghracia Detruz	1 minute
2		Issue memorandum or endorsement letter to the concerned Barangay Captain	ABC President	10 minutes
3		Distribute the memorandum or endorsement letter to the concerned City	Arianne Mañago Ma. Lourdes Garceniego Khristiana Ghracia Detruz	2 minutes

		Department		
4		Receive the memorandum /endorsement letter and do the necessary action	Concerned Barangay Captain	
5		Receive reply or feedback from the concerned Barangay Captain	Arianne Mañago Ma. Lourdes Garceniego Khristiana Ghracia Detruz	1 minute
6	Receive reply or feedback	Send reply or feedback from the concerned Barangay Captain	Arianne Mañago Ma. Lourdes Garceniego Khristiana Ghracia Detruz	2 minutes
Fill-out the Client Satisfaction Rating Form				
TOTAL DURATION OF ACTIVITY				16 minutes
END OF TRANSACTION				

Note: May take up to 3 working days depending on the response of the concerned persons

AMICABLE SETTLEMENT OF COMPLAINT OR CONFLICT BETWEEN BARANGAY OFFICIALS

TYPE OF SERVICE:

- Highly Technical

WHO MAY AVAIL THE SERVICE:

- All Barangay Officials of City of Imus

REQUIREMENT(S):

- Letter or Written Complaint

FEE(S)/CHARGE(S):

- None

HOW TO AVAIL THE SERVICE:

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT /UNIT		
1	Submit the requirement	Receive the requirement	Arianne Mañago Ma. Lourdes Garceniego Khristiana Ghracia Detruz	1 minute
2		Evaluate and refer to the Liga Directors	ABC President	1 day
3		Issue summons to the complainant and respondent for the Justice Committee schedule	ABC President	10 minutes
4	Receive summons	Distribute the summons to the concerned persons	Arianne Mañago Ma. Lourdes Garceniego Khristiana Ghracia Detruz	2 minutes
5		Verify affidavits with the Justice Committee composed of	Liga ng mga Barangay	

		Liga ng mga Barangay.		
6		Settle the disputes amicably	Liga ng mga Barangay	
7		File the documentations	Arianne Mañago Ma. Lourdes Garceniego Khristiana Ghracia Detruz	5 minutes
Fill-out the Client Satisfaction Rating Form				
TOTAL DURATION OF ACTIVITY				1 day and 13 minutes
END OF TRANSACTION				

Note: May take up to 20 working days or more, depending on the response of the concerned persons

INFORMATION DISSEMINATION TO PROMOTE AWARENESS OF THE PUBLIC

TYPE OF SERVICE:

- Simple

HOW TO AVAIL THE SERVICE:

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT /UNIT		
1		Receive memorandums, or other communications from LGU, DILG or other concerned offices	Arianne Mañago Ma. Lourdes Garceniego Khristiana Ghracia Detruz	1 minute
2		Issue memorandum or endorsement letter to the concerned Barangay Captain	ABC President	10 minutes
3		Distribute the memorandum or endorsement letter to the concerned City Department	Arianne Mañago Ma. Lourdes Garceniego Khristiana Ghracia Detruz	2 minutes
4		Receive the memorandum /endorsement letter and do the necessary action	Concerned Barangay Captain	
5		Receive reply, feedback, or report from the concerned Barangay Captain	Arianne Mañago Ma. Lourdes Garceniego Khristiana Ghracia Detruz	1 minute
Fill-out the Client Satisfaction Rating Form				

TOTAL DURATION OF ACTIVITY	14 minutes
END OF TRANSACTION	

FEEDBACK AND REDRESS MECHANISM

Please let us know how we have served you by doing any of the following:

1. Accomplish our Feedback Form and drop it in the suggestion box provided.
2. Send your feedback through:
 - www.imus.gov.ph
 - Landline Numbers: CIO Office – (046) 418-2657
Admin Office – (046) 417-0345
HRMU – (046) 471-0695
 - Talk to our Officer of the Day

If you are not satisfied with our service, your **written/verbal complaint** shall immediately be attended by our Officer of the Day at the Public Assistance and Complaint Desk.

Thank you for helping us continuously improve our services.

Location: The **Association of Barangay Captains Office** is located at the Ground Level of the City Hall Building

Hon. David Sapitan, Jr.
ABC President

You can also contact us at:
(046) 471-0401

Or email us at:
lnbimuschapter@yahoo.com