



PUBLIC CEMETERY

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VISION STATEMENT

The City of Baliwag is the center for trade and commerce, education, and technological advancement within the region with God-centered, empowered and healthy people living in a sustainable environment under a pro-active governance

MISSION STATEMENT

The Local Government of Baliwag shall implement policies and program that will promote a fully functional e-government, business-friendly environment, competitive quality of education, and active people participation through a professional bureaucracy with government personnel willing to do the extra mile in public service.

GOAL

Improve the performance of Baliwag in economic dynamism, government transparency and efficiency, infrastructure development, health and social services, environmental management and participatory governance

**DUGONG
BALIWAG
PUSONG
BALIWAG**

Serbisyong May Malasakit

CITIZENS CHARTER

1. PAGPAPALIBING SA PAMPUBLIKONG SEMENTERYO

Bilang tagapangalaga ng pampublikong sementeryo, ang opisina ang namamahala sa pagpaparenta ng burial lots at niches ng apartment type na nasa Barangay Sto. Cristo, Baliwag Bulacan.

Tanggapan:	City Economic Enterprise Management / Public Cemetery			
Klasipikasyon:	Simple			
Klase ng Transaksyon:	Government to Client			
Sino ang maaaring kumuha:	Lahat ng Baliwageryo na nangangailangan ng libingan para sa namayapang kamag-anak.			
MGA KINAKAILANGANG DOKUMENTO		SAAN KUKUHANIN		
Application Form for Lease of Cemetery Lot/Niche		CITY ECONOMIC ENTERPRISE MANAGEMENT OFFICE		
Burial Permit		LOCAL CIVIL REGISTRY		
Death Certificate		RURAL HEALTH OFFICE		
HAKBANG PARA SA KLIYENTE	AKSYON NG AHENSYA	BAYAD SA SERBISYO	PANAON NA GUGUGULIN	RESPONSABLENG TAO
1. Ipasa ang kumpletoong dokumento.	1. Suriin ang dokumento at irehistro.	Burial lot – 1,500 pesos Niches of Apartment Type – 1,000 pesos	5 minuto	Kawani mula sa CEEM
2. Kuhnin ang order of payment mula sa kawani ng CEEM at bayaran ang renta sa kahera.	2. Ibigay ang karampatang numero ng lote o apartment ng paglibingan.			
3. Ipakita ang resibo sa kawani upang malala ang numero nito.	3. Ibigay ang order of payment para sa inisyal na renta ng lote o apartment.			Cemetery Caretaker
4. Bigyan ng kopya ng death certificate at resibo ng renta ang caretaker ng Lungsod para sa pagpapalibing.				
TOTAL:		Nakabase sa umiral na ordinansa ukol sa Revenue Code	5 minuto	

Feedback and Complaints Mechanism

How to send a feedback	Send the client feedback thru email at investmentbaliwag@gmail.com . With format: - Name of client - Date of feedback - Contact number - Feedback
How feedback is processed	Email is checked everyday and feedbacks are filed and recorded. Feedback requiring answers are answered and relayed to the client within three (3) days upon the receipt of the feedback. For inquiries and follow-ups, clients may contact telephone number, 0447980391 or mobile number 09772465137
How to file a complaint	Send the client complaint thru email at investmentbaliwag@gmail.com . With format: - Name of complainant - Contact number - Date of complaint - Name of person being complained - Incident - Evidences For inquiries and follow-ups, clients may contact telephone number, 0447980391 or mobile number 09772465137
How complaints are processed	Email is checked everyday and complaints are filed, recorded and evaluated. Upon evaluation, an investigation shall commence for the complaint to be given appropriate action. Feedback shall be sent to the client on the status of his complaint. For inquiries and follow-ups, clients may contact telephone number, 0447980391 or mobile number 09772465137