



CITY ADMINISTRATOR'S OFFICE

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Municipal Administrator

City Government of Baliwag,
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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. APPOINTMENT SA TAGAPANGASIWANG PANLUNGSOD

Ang *appointment* sa Pambayang Tagapangasiwa ay ibinibigay sa mga indibidwal o grupo na nais makausap ang Pambayang Tagapangasiwa.

Klasipikasyon:		SIMPLE		
Klase ng transaksyon:		GOVERNMENT TO CLIENT		
Sino ang maaaring kumuha:		PARA SA LAHAT		
MGA KINAKAILANGANG DOKUMENTO		TANGGAPANG PAGKUKUHANAN		
Abiso sa pamamagitan ng tawag, <i>text</i> , <i>email</i> o pakikipag-usap.		Pumunta lamang sa Tanggapan Tagapangasiwa at sabihin ang pakay ng <i>pagpapa-appointment</i> .		
HAKBANG PARA SA KLIYENTE	AKSYON NG AHENSYA	BAYAD SA SERBISYO	PANAHOON NA GUGUGULIN	RESPONSABLENG TAO
Makipag-usap sa <i>Administrative Staff</i> para sa <i>appointment</i> (<i>walk-in</i> o <i>tawag/text/email</i>).	Tanggapin ang mensahe o dokumento.	Wala	5-10 minuto	<i>Administrative Assistant</i> (MA's Office)
Magbigay ng <i>contact person</i> at <i>number</i> para sa kumpirmasyon at iba pang detalye.	Isulat sa <i>logbook</i> o tatakan ng " <i>received</i> " ang natanggap na dokumento at abisuhan na tatawagan para sa <i>feedback</i> .	Wala	5-10 minuto	<i>Administrative Assistant</i> (MA's Office)
TOTAL:		Wala	10-20 minuto	

2. PIRMA NG TAGAPANGASIWANG PANLUNGSOD (INTERNAL DOCUMENTS)

Ang Tagapangasiwang Panlungsod ay pumipirma at naglalagay ng *initials* sa mga sumusunod *Memorandum, Executive Orders, Vouchers, Payroll, Leave of Absence, Outgoing Communications, Business Permit, Franchise Permit, Appointment of Employees* at iba pang opisyal na dokumento.

Klasipikasyon:		SIMPLE		
Klase ng transaksyon:		GOVERNMENT TO GOVERNMENT		
Sino ang maaaring kumuha:		LAHAT NG TANGGAPAN NG PAMAHALAANG BAYAN NG BALIWAG		
MGA KINAKAILANGANG DOKUMENTO		TANGGAPANG PAGKUKUHANAN		
Dokumentong pipirmahan.		Pumunta lamang sa Tanggapan ng Pambayang Tagapangasiwa at ibigay ang mga papapirmahan na dokumento.		
HAKBANG PARA SA KLIYENTE	AKSYON NG AHENSYA	BAYAD SA SERBISYO	PANAHOON NA GUGUGULIN	RESPONSABLENG TAO
Dalhin sa Tanggapan ng Pambayang Tagapangasiwa ang mga dokumentong pipirmahan.	Suriin ang mga dokumentong papapirmahan.	Wala	5 minuto	<i>Administrative Assistant</i> (MA's Office)
Paalala: Siguruhin na kumpleto ang mga <i>attachment</i> at tama ang mga pangalan at <i>amount</i> sa dokumento.	Papirmahan sa Pambayang Tagapangasiwa	Wala	2-3 Araw depende sa kahalagahan ng dokumento	<i>Administrative Assistant</i> (MA's Office)
Lagyan ng "RUSH" kung may <i>sense of urgency</i> ang dokumentong kailangang pirmahan	<i>I-log</i> sa <i>Document Tracking System</i> at irelease ang dokumento.	Wala	10 minuto	<i>Administrative Assistant</i> (MA's Office)
TOTAL:			2-3 araw at 15 minuto	

Feedback and Complaints Mechanism

How to send a feedback	Send the client feedback thru email at administrator@baliwag.gov.ph 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, 7980391 loc 501.
How to file a complaint	Send the client complaint thru email at administrator@baliwag.gov.ph With format: - Name of complainant - Contact number - Date of complaint - Name of person being complained - Incident - Evidence For inquiries and follow-ups, clients may contact telephone number, 7980391 loc 501.
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, 7980391 loc 501.