



## OFFICE OF THE SANGGUNIANG PANLUNGSOD

**JOSE ADOR D. CRUZ**  
Secretary to the Office of the Sangguniang Bayan

City Government of Baliwag,  
B.S Aquino Ave., Bagong Nayon,  
Baliwag, Bulacan  
(044) 798-0391 Loc. 506

### 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. ACCREDITATION OF NON-GOVERNMENTAL ORGANIZATIONS (NGOS) AND PEOPLE'S ORGANIZATIONS (POS)

<b>Office or Division:</b> OFFICE OF THE VICE MAYOR/SANGGUNIANG PANLUNGSOD				
<b>Classification:</b> SIMPLE				
<b>Type of Transaction:</b> GOVERNMENT TO CLIENT				
<b>Who may avail:</b> ANY PERSON, DEPARTMENTS AND OFFICES				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly accomplish Application Form 2. Board Resolutions signifying Intention for Accreditation 3. Certificate of Accreditation (SEC, DOLE, etc.) 4. List of Current Officers and Members 5. Annual Accomplish Report 6. Financial Statement 7. Profile indicating the purposes and objectives of the organization 8. Copy of the minutes of the meeting of the organization 9. Copy of Constitution and By-laws			The Office of the Sangguniang Panlungsod Legislative/Secretariat is open every Monday to Thursday. The telephone no. is 798-0391 Local 672.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire for Accreditation of Organization	1.2. Explain to the client the requirements and give application form	None	3-5 Minutes	Record Officer 1 SP Secretariat
2. Submission of Application and Requirements	2.1. Receive application and check the Requirements	None	3-5 Minutes	SP Secretariat
3. Processing Accreditation	3.1. Upon instruction of the Committee on Rules, include in the Calendar of Business	None	Depends upon the schedule of session and its approval	SP Secretary Stenographer
4. Preparing Accreditation Papers	4.1. Prepare the Certificate or Resolution of Accreditation	None	After approval	SP Secretary and Staff
5. Issuance of Accreditation	5.1. Issue Certificate or Resolution of Accreditation	None	2-5 Minutes	SP Secretariat

## 2. ISSUANCE OF PHOTOCOPY/TRUE COPY OF SANGGUNIANG PANLUNGSOD DOCUMENTS

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<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Written Request 1.1. Name 1.2. Address 1.3. Number of Copies 1.4. Purpose			The Office of the Sangguniang Panlungsod Legislative/Secretariat is open every Monday to Thursday. The telephone no. is 798-0391 Local 672.	
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1. Request for Sangguniang Bayan Documents	1.1. Search for the requested documents	None	3-5 Minutes	Record Officer 1 Stenographer SP Secretariat
2. Releasing of Requested Documents	2.1. Release the documents	None	1-2 Minutes	Record Officer 1 Stenographer

## 3. BARANGAY ORDINANCES AND RESOLUTIONS

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<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Copy of Barangay Ordinances or Resolution 2. Supporting Documents (if any)			The Office of the Sangguniang Panlungsod Legislative/Secretariat is open every Monday to Thursday. The telephone no. is 798-0391 Local 672.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the Approval of Ordinances and Resolutions	1.1. Receive, validate and endorse to SB Secretary for calendar	None	3-5 Minutes	Record Officer 1 Stenographer
2. Prepare Resolution/ Ordinance for Agenda	2.1. Upon instruction of Committee Chair on Rules, record the same for inclusion in the agenda	None		SP Secretariat SP Secretary and Staff
3. Review, Deliberation and Approval	3.1. For review and deliberation of SB During The Session	None	1-3 Sessions of the Sangguniang Panlungsod	SP Members and Secretariat
	3.2. If the ordinance or resolution is approved, prepare the documents to be signed by Presiding Officer and SP Secretary, SP Members and the Mayor	None	1-3 Sessions of the Sangguniang Panlungsod	SP Secretariat
	3.3. If disapproved or lack of requirements, notify or return the measure to the Punong Barangay or other concerned.		1-3 Sessions of the Sangguniang Panlungsod	SP Secretariat Stenographer SP Secretary and Staff SP Secretariat
4. Issuance of Ordinance/ Resolution	4.1. Forward the documents to concerned person and agency.	None	2-5 Minutes	

## 4. ISSUANCE OF CERTIFICATION AND ENDORSEMENT

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<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			The Office of the Sangguniang Panlungsod Legislative/Secretariat is open every Monday to Thursday. The telephone no. is 798-0391 Local 672.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Certification and Endorsement	1.1. Listen to inquiry and refer to the concerned person.	None	1 Minute or less	Stenographer SP Secretary and Staffs
2. Prepare Certificate and Endorsement	2.1. Prepare the Certificate or Endorsement	None	1 Minute or less	SP Secretary and Staffs
3. Release of Requested Document/s	3.1. Release the documents			

## 5. COMPLAINTS AND FEEDBACK

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<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			Sangguniang Panlungsod Secretariat	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submitting Letter of Complaint	1.1. Listen ask and help the clients in their problem/ concern and refer to appropriate person.	None	2 Minutes or less	Stenographer SP Secretary and Staffs SP Secretariat