



BARANGAY AND COMMUNITY RELATIONS DEPARTMENT

CITIZEN'S CHARTER 2020 (1st Edition)



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I. MANDATE

Barangay and Community Relations Department was created through an Ordinance No. SP-2563, S-2017, otherwise known as an Ordinance merging the Barangay Operations Center and Community Relations Office.

II. VISION

The Barangay and Community Relations Department envisions itself as a catalyst of people's participation and good governance in partnership with the Barangay Government, Civil Society organizations and Private Sectors, towards the realization of an inclusive and sustainable development in Quezon City.

III. MISSION

It is our mission to serve, guided by the principles of Dedication, Responsibility, Empowerment, Accountability and Motivation with the Barangay Government, Civil Society Organizations and Private Sectors with the aid of the Divine Providence.

IV. SERVICE PLEDGE

Barangay and Community Relations Department pledge to be catalysts of people's participation and good governance through an effective accreditation process of Civil Society Organizations, to promote and simplify accreditation procedures according to the Local Government Code of 1991, particularly Article 64.

To assist barangay governments on information dissemination of national and local issuances and policies.

To provide administrative assistance to incumbent and former barangay officials.



LIST OF SERVICES

External Services:

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Internal Services:

Service A.	Administrative Services
Service B.	Technical & Research Services
Service C.	Planning & Programming Services



BARANGAY AND COMMUNITY RELATIONS DEPARTMENT

Partnership Program

Community Assistance Program

**Support and Assistance for Incumbent and Former
Barangay Officials**



1. Partnership Program

The Local Government Code of 1991, provides that Local Government Units shall promote the establishment and operations of Peoples organization, non-governmental and the private sector, to make them active partners in the pursuit of local autonomy, and to directly involve them in the plans, programs, projects or activities in local government unit, such as, but not limited to, membership in local special bodies (LSBs) and involvement to the delivery of basic services and facilities. As per Ordinance No. SP-2392, which mandates the creation of NGO/POs accreditation committee to process applications for accreditation of NGO and POs.

The BCRD as a member of the said committee was tasked to receive, pre-evaluate and transmit applications for accreditation to the office of City Secretary.

Office or Division:	BARANGAY AND COMMUNITY RELATIONS DEPARTMENT	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C)	
Who may avail:	Civil Society Organization (CSOs) Quezon City-Based	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> <input type="checkbox"/> Letter of Intent <input type="checkbox"/> Duly accomplished Application Form <input type="checkbox"/> Board Resolution signifying intention for accreditation <input type="checkbox"/> Copy of Certificate of Registration <input type="checkbox"/> Constitution/By-Laws <input type="checkbox"/> List of current officers and members (with their addresses, citizenship and contact numbers) <input type="checkbox"/> Annual Accomplishment Report/Previous Activities/Projects <input type="checkbox"/> Financial Statement <input type="checkbox"/> Copy of Minutes of the Meeting duly certified by Board Secretary <input type="checkbox"/> Attendance of majority of the members who attended such meeting with their affixed signatures <input type="checkbox"/> Barangay Certification attesting to existence of the organization (in the case POs not registered in any registering Agency) <p>Note: Application shall be submitted in <u>THREE (3) SETS</u>, one (1) set to be retained by the applicant organization.</p>		<p>BCRD Receiving Desk</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Step 1. Sign in to client logbook</p> <p>Step 2. Submit the required documents to BCRD's receiving desk for initial assessment and verification.</p> <p>Step 3. Transmittal of all required documents to the committee on accreditation thru the City Secretary for appropriate action</p> <p>Step 4. Approval of the City Council</p> <p>Step 5. Issuance of Certificate of Accreditation</p> <p>Step 6. Release of Accreditation Certificate</p>	<ol style="list-style-type: none"> 1. Receipt of Letter of Intent together with the required documents. 2. Orientation of CSO Applicant's officer on its role and functions. 3. Pre-evaluation 4. Transmittal of all required documents to the Committee on Accreditation thru the City Secretary for appropriate action. 5. Approval of the City Council 6. Issuance of Certificate of accreditation by the OVM 	None	Depending on the Calendar of the Committee of People's Participation and Public affairs of the QC Council	<p>Receiving Clerk</p> <p>In-charge Records Section</p> <p>Head of office</p> <p>Chairperson/Accreditation Committee</p> <p>Office of the Vice Mayor – City Council</p> <p>Records Section</p>
TOTAL:		P 0.00		



2. Community Assistance Program

This program aims to encourage active participation of Communities and Civil Society Organizations in building a safe and quality city by providing life-saving equipment and materials against emerging infectious diseases, natural and man-made calamities

Office or Division:	BARANGAY AND COMMUNITY RELATIONS DEPARTMENT			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Community-based Civil Society Organizations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<input type="checkbox"/> Letter Request duly signed by solicitor/organizations <input type="checkbox"/> Certificate of Accreditation			BCRD Receiving Desk	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Log-in to the BCRD Log Book	1. Receipt of Solicitation Letter and other required documents	None	5 working days	Receiving Clerk
Step 2: Submission of Letter Request	2. Processing of request			In-charge of the Community Assistance Program
Step 3: Follow up	<ul style="list-style-type: none"> • Classification of Request • Evaluation • Recommendation for Appropriate Action 			Head of the Office
Step 4: Receiving of Solicited Materials	3. Logistical Assistance			Supply Officer Mayor's Office
TOTAL:		P 0.00		



3. Support and Assistance for Incumbent and Former Barangay Officials

- A. Issuance of Service Records/Certification/Authentication.
- B. Facilitation of burial benefits to Barangay Officials, regular members of Barangay Public Security Officers (BPSO) and the members of Lupon tagapamayapa who died in line of service during their of office.

Office or Division:	BARANGAY AND COMMUNITY RELATIONS DEPARTMENT			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Incumbent and Former Barangay Officials Punong Barangay, Barangay Kagawads, Lupon Tagapamayapa, BPSOs Regular Tanod and Sangguniang Kabataan Officials			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<input type="checkbox"/> Letter Request/Request Form <input type="checkbox"/> Government Issued IDs <input type="checkbox"/> Barangay Certification <input type="checkbox"/> Birth Certificate <input type="checkbox"/> Marriage Certificate <input type="checkbox"/> Death Certificate			BCRD Receiving Desk	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submission of Letter Request a. For Claims/Burial and Financial Assistance b. Request for Service Record/Certification and Authentication. Step 2: Submission of Required Documents Step 3: Receiving of requested materials	A. For Service Record 1. Receipt of Required Documents 2. Processing of the request 3. Issuance/Release of Certificate/Service Record B. For Burial Benefits and Financial Request 1. Interview	P 50.00 per certification excluding for Burial/Financial Assistance	A. 1-2 working days B. Depending on availability of funds	Receiving/Releasing Clerk Encoder In-charge of Burial/Financial request Liaison

	2. Evaluation of Request Document Recommendation to the City Treasurer			
TOTAL:		P	50.00	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a Feedback?</p>	<p>Fill-up the feedback and complaint form and drop it to the box located at the BCRD.</p> <p>Complaints can be filed via phone and provide the information as state in the form.</p>
<p>How feedback is processed?</p>	<p>The BCRD Feedback and Complaint Officer will open the suggestion drop box on a daily basis and evaluate/ segregate each form (suggestions, compliments and complaints).</p>
<p>How to file a complaint?</p>	<p>A. For complaints: the feedback and complaint officer shall start the investigation and forward the complaint to the person/party involved for their information and explanation;</p> <p>After the investigation process, the feedback and complaint officer will make a report and shall submit it to the BCRD Head for appropriate action.</p> <p>B. For suggestions and compliments, the feedback and complaint officer shall record and compile each feedback submitted.</p> <p>The said feedbacks will be forwarded to the concerned division and to the Department Head.</p> <p>Feedbacks requiring answers shall be answered by the concerned division within 3 days upon receipt.</p>
<p>How complaints are processed?</p>	<p>The response/appropriate action of the Office will then be relayed to the citizen within ____ days upon filling of its feedback</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>For inquiries and follow-ups on complaints and suggestions, clients may contact the following number and look for the feedback and complaint officer.</p> <p>BCRD Email: bcrd.qc@gmail.com Contact no.: 8988-4242 locals 8520, 8522 and 8524-8528</p>



Name of Officer	Designation	Contact information (8988-42-42)
Ricardo B. Corpuz	Head	8525 bcrd.qc@gmail.com
Gracia Rowena F. Dela Cruz	Assistant Head	8520
Blesilda C. Agpawa	Head, Administrative Division	
Margarita M. Villanueva	Head, Technical Division	8527
Jason G. Burce	Head, Operations & Monitoring Division	8524
Gerry H. Dellosa	Head, Planning Division	8522 & 8528