



BARANGAY AND COMMUNITY RELATIONS DEPARTMENT

CITIZEN'S CHARTER



BARANGAY AND COMMUNITY RELATIONS DEPARTMENT

CITIZEN'S CHARTER



MANDATE

The Barangay and Community Relations Department (BCRD) was created through Ordinance No. SP – 2563, s -2017 of Quezon City, otherwise known as “*An Ordinance Merging the Barangay Operations Center (BOC) and Community Relations Office (CRO) to be known as the Barangay and Community Relations Department and Rationalizing its Functional Structure.*” The integration of the said offices aims to ensure that the needs of the barangay and the community are efficiently addressed, by eliminating functional over – lapping and redundancy.

By virtue of the said ordinance, the Barangay and Community Relations Department (BCRD) shall oversee barangay programs, projects, and activities, provide technical and administrative assistance to the barangays and shall continuously promote closer government – people relationships. It shall be oriented in providing basic services and assistance and ensuring the efficiency and effectiveness of barangay officials, government and non – government within the community.

I. VISION

The Barangay and Community Relations Department (BCRD) envision a people – centered community that is fair, healthy, safe, socially cohesive, inclusive, and activated, vibrant, and sustainable. It aims to build a strong sense of transparency, accountability and responsibility with the Barangay, civil society organizations and people organizations to strengthen the relationship between the City Government and the community.

II. MISSION

The Barangay and Community Relations Department (BCRD) is committed to efficiently and effectively facilitate quality services to barangay governments and communities and ensure the participation and involvement of the community in the City Government’s projects in partnership with other local government and non - government agencies, civil society organizations and people organizations, private sectors and other stakeholders where people live, work, and do business in a hospitable, progressive and peaceful environment.

SERVICE PLEDGE

The Barangay and Community Relations Department (BCRD) do pledge to our constituents that for a reliable, efficient, and effective service, it will:

1. Organize trainings and seminars for barangay officials, barangay employees and members of civil society organizations and people organizations in partnership with other local government agencies,
2. Provide technical and administrative assistance to the Barangay, civil society organizations and people organizations,
3. Coordinate with every barangay for effective dissemination of information on national and local policies,
4. Monitor and assist barangay and organizations activities as well as the accreditation process of Civil Society Organizations,
5. Provide administrative assistance to incumbent and former barangay officials, regular members of Barangay Public Security Officers (BPSO) and members of



Lupon Tagapamayapa and Sangguniang Kabataan (SK) officials and other barangay personnel,

6. Recognize and award the barangay who attained best practices in community development, sustainability, and good health,
7. Recognize outstanding Civil Society Organizations, Community Organizations, and other Volunteers Organizations and,
8. Act jointly on all applications, requests, and complaints with equality and in expeditious manner.



LIST OF SERVICES

Planning and Programming Division6

 External Services6

 Accreditation of Civil Society Organizations (CSOs)7

 Updating of Civil Society Organizations (CSOs) Profile10

Technical and Research Services Division12

 External Services12

 Provision of Barangay Data13

 Walk-in13

 Via Email14

 Evaluate and endorse required documents regarding conduct of Barangay Lakbay Aral ..15

Administrative Division.....18

 External Services18

 Issuance of Service Records, Certification and Authentication.....19

 Provision of Travel Authority for Barangay Lakbay Aral of Barangay Officials and Staff22

 Application for Leave of Absence (Travel Abroad and Local)24

 Burial Assistance for the heirs of Incumbent and Former Barangay Officials.....26

Legal Section.....30

 External Services30

 Processing of Complaints31

 Walk-in31

 Via Email34



PLANNING AND PROGRAMMING DIVISION

EXTERNAL SERVICES



1. Accreditation of Civil Society Organizations

Pursuant to the Local Government Code of 1991 and its Implementing Rules and Regulations to promote the establishment and operations of People's Organizations (PO's), Non – Governmental Organizations (NGO's), and Private Sectors, **Ordinance No. SP-23, S-92** was enacted creating the NGO and PO Accreditation Committee to process the applications for accreditation of NGO's and PO's.

As a member of the accreditation committee, the BCRD shall receive, pre-evaluate and transmit the applications for accreditation to the Office of the Secretary to the Sangguniang Panlungsod (OSSP). The Quezon City Government, through the OSSP and in coordination with the BCRD, shall prepare and issue a Certificate of Accreditation to the herein accredited organizations and shall maintain the database of all accredited Civil Society Organizations.

Office/Division:	Planning and Programming Division	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government	
Who may avail:	Civil Society Organizations in Quezon City	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
1. Duly-accomplished application form.		BCRD Receiving Desk/ link provided by BCRD You may also download the forms through: <ul style="list-style-type: none">BCRD Webpage at Quezon City Websitehttps://tinyurl.com/QCCSOsForms
2. Letter of Intent addressed to the Vice Mayor, Presiding Officer of Quezon City Council thru the Chairperson of Committee on Public Affairs, social media and Mass Information, and People’s Participation and Head of Barangay and Community Relations Department.		BCRD Planning and Programming Division (Sample Form)
3. Board Resolution signifying intention for accreditation and the names of the duly – authorized principal and alternate representatives and their respective addresses, signed by majority of the members of the board of directors, and duly – certified by the secretary of the organization.		BCRD Planning and Programming Division (Sample Form)
4. Copy of Updated Certificate of Registration issued by national government agencies.		Provided by the applicant
5. Constitution/ Articles of Association and By-Laws of the organization duly signed and approved by majority of the members of the board of directors.		Provided by the applicant
6. Quarterly Accomplishment Report/ List of duly – implemented projects and activities duly signed by the secretary of the organization.		Provided by the applicant
7. List of current officers and members (with their addresses, citizenship and contact numbers and other related information) duly certified by the secretary of the organization.		BCRD Planning and Programming Division (Sample Form)
8. Copy of Minutes of the annual/ organizational meeting and the attendance of the majority of the officers and members, with their affixed signatures, duly certified by the board of board secretary.		Provided by the applicant



9. Financial Statement from the previous year prepared by the Treasurer and duly audited by the Auditor.	Provided by the applicant
10. Certification from the Punong Barangay attesting to the active existence of the organization within its jurisdiction for <u>at least (1) year immediately preceding the application.</u>	Respective Barangay where the office of the organization is located.

NOTE: APPLICATION SHALL BE SUBMITTED IN THREE (3) SETS. One (1) set shall serve as the organization's received/file copy.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents for initial assessment and pre-evaluation	1.1. Appraisal of submitted documents	None	5 minutes	<i>BCRD Field Coordinator</i> Operations and Monitoring Division
	1.2. Encoding of received application for accreditation	None	5 minutes	<i>BCRD District Secretary</i> Operations and Monitoring Division
	1.3. Complete documents shall be transmitted to the Committee on Accreditation thru the Office of the Secretary to the Sangguniang Panlungsod (bulk transmission of documents of CSO applications)	None	5 minutes	<i>CSO Desk Officer</i> Planning and Programming Division
	1.4. Receiving of ordinance for printing of certificate	None	5 minutes	<i>Receiving Clerk</i> Records Section
	1.5. Printing of Certificates of Accreditation	None	10 working days	<i>CSO Desk Officer</i> Planning and Programming Division
	1.6. Transmittal to Office of the Secretary to the Sangguniang Panlungsod of Certificate of Accreditation for signature	None	5 minutes	<i>CSO Desk Officer</i> Planning and Programming Division
	1.7. Receiving of signed Certificate of Accreditation	None	5 minutes	<i>Receiving Clerk</i> Records Section
	1.8. Scanning of signed Certificate of Accreditation	None	5 working days	<i>CSO Desk Officer</i> Planning and Programming Division



2. Receipt of Certificate of Accreditation	2.1. Releasing of Certificate of Accreditation	None	5 minutes	BCRD Field Coordinator Operations and Monitoring Division
	TOTAL:	None	15 working days and 35 minutes	
<i>Accreditation of CSOs shall remain valid/ accredited for the duration of the term of office of the Sangguniang Panlungsod. All NGO/PO representatives of the various Local Special Bodies/ other councils are CO – TERMINUS with the local Chief Executive.</i>				



2. Updating of Civil Society Organization Profile

Updating the Civil Society Organization (CSO) profile ensures accurate records, better coordination, and eligibility for program and funding. It enhances credibility, supports compliance, and improves monitoring for more effective operations.

Office/Division:	Planning and Programming Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Accredited Civil Society Organizations in Quezon City			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the Vice Mayor, Presiding Officer of Quezon City Council thru the Chairperson of Committee on Public Affairs, Social Media and Mass Information, and People’s Participation and Head of Barangay and Community Relations Department.		BCRD Receiving Desk		
2. Minutes of the organizational Meeting with attached attendance signed by majority of those who attended such meeting, both certified by the board/organization secretary; and				
3. Board Resolution stating the reason for changes/update, as well as the name/s of its principal and alternate representatives with position, address and contact number, both residents of Quezon City.				
NOTE: APPLICATION SHALL BE SUBMITTED IN THREE (3) SETS. One (1) set shall serve as the organization’s received/file copy.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents for initial assessment and pre-evaluation	1.1. Documents would be assessed and pre-evaluated	None	5 minutes	BCRD Field Coordinator Operations and Monitoring Division
	1.2. If documents are complete, it would be received	None	5 minutes	Receiving Clerk Records Section
2. Wait for the receiving copy for proof of submission	2.1. Documents shall be routed to the Assistant Department Head for appropriate action	None	5 minutes	Administrative Staff Records Section
	2.2. CSO Desk Officer will notify the assigned BCRD Field Coordinator for any profile updates	None	5 minutes	CSO Desk Officer Planning and Programming Division



	TOTAL	None	20 minutes	
Note: In case applicant lacks certain requirement/s, He/she shall be notified in writing upon appraisal of document				



TECHNICAL AND RESEARCH SERVICES DIVISION

EXTERNAL SERVICES



1. Provision of Barangay Data

BCRD serves as a repository of barangay-related information and data. These data are available and can be requested by QC Citizens and constituents of other cities and municipalities used for research, planning, and feasibility studies.

Office/Division:		Technical and Research Services Division (TRSD)		
Classification:		Simple (face to face transaction)		
Type of Transaction:		G2C – Government to Citizen; G2G – Government to Government		
Who may avail:		All		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Filled up request form or letter request			BCRD Receiving Desk	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Request form or Submit Letter Request	1.1. Route the filled-up request form or letter request to Records Officer for marginal note	None	2 minutes	<i>Receiving Clerk</i> BCRD Receiving Desk
	1.2. Request is routed to BCRD Head for approval	None	5 minutes	<i>Records Officer</i> Records Section
	1.3. Once approved, request is routed to the Technical & Research Services Division (TRSD) for the provision of the requested data.	None	5 minutes	<i>Records Staff</i> Records Section <i>Technical Staff</i> Technical & Research Services Division
	1.4. Release the requested data to the requesting party	None	2 minutes	<i>Technical Staff</i> Technical & Research Services Division
2. Receive the requested data				
	TOTAL	None	16 minutes	



Office/Division:		Technical and Research Services Division (TRSD)		
Classification:		Simple (request via email)		
Type of Transaction:		G2C – Government to Citizen; G2G – Government to Government		
Who may avail:		All		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Filled up request form or letter request			BCRD Receiving Desk	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request thru email	1.1. Print the e-mailed letter request	None	2 minutes	<i>Records Staff</i> Records Section <i>Technical Staff</i> Technical & Research Division Staff
	1.2. Request is routed to BCRD Head for approval	None	5 minutes	<i>Records Officer</i> Records Section
	1.3. Once approved, request is routed to the Technical & Research Services Division (TRSD) for the provision of the requested data.	None	5 minutes	<i>Records Staff</i> Records Section <i>Technical Staff</i> Technical & Research Services Division
	1.4. Send the requested data to the requesting party thru email	None	2 minutes	<i>Technical Staff</i> Technical & Research Services Division
2. Acknowledge the sent email				
	TOTAL	None	16 minutes	



2. Evaluate and endorsed required documents regarding conduct of Barangay Lakbay-Aral

Pursuant to Joint Memorandum Circular No. 2018-01 Re: POLICIES AND GUIDELINES RE: CONDUCT OF STUDY TOUR/BENCHMARKING ACTIVITIES OTHERWISE KNOWN AS “LAKBAY-ARAL” AND OTHER CAPABILITY BUILDING ACTIVITIES, the Head of the BCRD is one of the signatories and recommends for the approval of its conduct to the Chief Local Executive.

Thus, the barangay/s are required to submit the necessary requirements to BCRD thru the Technical & Research Services Division (TRSD) and ensures that the necessary documents were evaluated before forwarding them to the Office of the City Mayor for approval.

Office/Division:		Technical and Research Services Division (TRSD)			
Classification:		Complex			
Type of Transaction:		G2G – Government to Government			
Who may avail:		142 Quezon City Barangays			
CHECKLIST REQUIREMENTS			WHERE TO SECURE		
Endorsement and Approved Training Module by the City Director of DILG-QCFO			Department of Interior and Local Government – Quezon City Field Office (DILG-QCFO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit in two (2) copies the Lakbay-Aral Training Design signed by Punong Barangay & DILG City Director	1.1. Route to Technical & Research Services Division for evaluation	None	2 minutes	Receiving Clerk BCRD Receiving Desk	
	1.2. Receive the Training Design once documents are complete	None	2 minutes	Receiving Clerk BCRD Receiving Desk	
	1.3. Coordinate with Records Section for the preparation of Travel Authority.	None	10 minutes	Technical Staff Technical & Research Services Division Records Staff Records Section	
	1.4. Prepare transmittal letter addressed to the City Mayor	None	5 minutes	Technical Staff Technical & Research Services Division	
	1.5. Route the Lakbay-Aral documents (transmittal letter,	None	10 minutes	Technical Staff	



	Travel Authority and Training Design) to TRSD Division Head, Asst. Dept. Head and BCRD Head for initial/signature			<p>Technical & Research Services Division</p> <p><i>Division Head</i> Technical & Research Services Division</p> <p><i>Assistant Department Head</i> BCRD</p> <p><i>Department Head</i> BCRD</p>
	1.6. Route the signed Lakbay-Aral documents to BCRD Releasing Section to be forwarded to the City Mayor for approval/signature	None	10 minutes	<p><i>Technical Staff</i> Technical & Research Services Division</p> <p><i>Releasing Clerk</i> BCRD Releasing Desk</p> <p><i>Liaison Staff</i> BCRD Records Section</p>
	1.7. Wait for the Lakbay-Aral documents to be signed by the City Mayor	None	c/o Office of the City Mayor	<i>City Mayor</i>
	1.8. Pick-up the approved Lakbay-Aral documents and route back to the Technical & Research Services Division	None	10 minutes	<i>Liaison Staff</i> BCRD Records Section
	1.9. Release the approved Lakbay-Aral documents thru the assigned barangay coordinator	None	2 minutes	<i>Technical Staff</i> Technical & Research Services Division
	1.10. Release the approved Lakbay-Aral documents to the concerned barangay	None	2 minutes	<i>BCRD Field Coordinator</i> Operations and Monitoring Division
2. Receive the approved Lakbay-Aral documents		None	2 minutes	<i>BCRD Field Coordinator</i> Operations and Monitoring Division



				Concerned barangay
	TOTAL	None	16 minutes	



ADMINISTRATIVE DIVISION

External Services



1. Issuance of Service Records, Certification and Authentication

Facilitates the issuance of official documents and certifications for barangay officials and citizens of Quezon City. Our services include the below-listed items. These documents serve as proof of service, qualification, and compliance with government requirements.

A. Service Records

- Service Records for Commutation of leave credits
- Service Records for Civil Service Eligibility
- Service Records for Employment for Barangay Officials and Barangay Employees

B. Certification

- Certification for Fidelity Bond
- Certification for Medical Reimbursement
- Certification for Authentication
- Certification for Civil Service Eligibility
- Certification for Scholarship Assistance

Office/Division:	Records Section		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government		
Who may avail:	Incumbent and Former Barangay Officials, Incumbent and Former Sangguniang Kabataan (SK) Officials, Regular Members of Barangay Public Safety Officers (BPSO), Lupon Tagapamayapa members, heirs of former barangay officials, regular BPSO and Lupon Tagapamayama members		
CHECKLIST REQUIREMENTS		WHERE TO SECURE	
Service Records			
1. Request Form		BCRD Receiving Desk	
2. Payment receipt		City Treasurer’s Office or Barangay where the client resides	
Certification for Fidelity Bond			
1. Any of the following supportive documents:			
1.1. NBI Clearance		National Bureau of Investigation Office	
1.2. Police Clearance		Police Station where the client resides	
1.3. Prosecutor’s Clearance		Prosecutor’s Office where the client resides	
1.4. Metropolitan Trial Court (MTC) Clearance		MTC where the client resides	
1.5. Regional Trial Court (RTC) Clearance		RTC where the client resides	
1.6. Fiscal Clearance		Fiscal Office where the client resides	
2. Request Form		BCRD Receiving Desk	
3. Payment receipt		City Treasurer’s Office or Barangay where the client resides	
Certification for Medical Reimbursement			
1. Request Form		BCRD Receiving Desk	
Certification for Authentication			
1. Request Form		BCRD Receiving Desk	
2. Payment receipt		City Treasurer’s Office or Barangay where the client resides	
Certification for Civil Service Eligibility			
1. Request Form		BCRD Receiving Desk	
2. Payment receipt		City Treasurer’s Office or Barangay where the client resides	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(Same process for Service Records and Certifications)				
1. Fill-out request form	1.1. Receive the request form	None	3 minutes	<i>Receiving Clerk</i> BCRD Receiving Desk
	1.2. Assess the nature of request	None	1 minute	<i>Receiving Clerk</i> BCRD Receiving Desk
	1.3. Give order of payment slip to the client	None	2 minutes	<i>Receiving Clerk</i> BCRD Receiving Desk
2. Pay the necessary amount as written under <i>Section 19 of Ordinance No. SP-1452, S-2004 (The Quezon City Revenue Code as Amended)</i> to the City Treasurer's Office or respective Barangay where the client resides.	2.1. Await for the client's payment receipt	₱50.00 per Service Record/ Certification <i>*except Medical Reimbursement and Scholarship</i>	10 minutes	<i>Cashier</i> City Treasurer's Office Barangay where the barangay official is elected (for incumbent barangay officials)
3. 3. Submit payment receipt to BCRD receiving desk.	3.1. Receive the payment receipt and attach it to the filled-out request form	None	2 minutes	<i>Receiving Clerk</i> BCRD Receiving/ Releasing Desk
	3.2. Request is routed to Records Section Head for approval.	None	2 minutes	<i>Records Officer</i> Records Section
	3.3. Once approved, assigned staff shall process and prepare the requested document.	None	15 minutes	<i>Assigned Records Staff</i> Records Section
	3.4. Prepared document shall be initialed by the Head of Records Section, Head of	None	2 minutes	<i>Records Officer</i> Records Section <i>Head</i> Administrative Division



	Administrative Division, and Assistant Department Head			Assistant Department Head BCRD
	3.5. Prepared document shall be routed to BCRD Head for approval and signature.	None	2 minutes	Staff Office of the Assistant Department Head Department Head BCRD
	3.6. Forward the approved/ signed requested document to the Receiving/ Releasing Clerk.	None	2 minutes	Staff Office of the Department Head
	3.7. Release the requested document to the client	None	2 minutes	Releasing Clerk BCRD Receiving/ Releasing Desk
4. Receive the requested document and sign in the request form that it has been received.				
	TOTAL:	₱50.00 per Service Record/ Certification	43 minutes	



2. Provision of Travel Authority for Lakbay Aral of Barangay Officials and Staff

Facilitates the application, processing, and issuance of Travel Authority and Lakbay Aral endorsements for incumbent barangay officials. This ensures that personal and official travel for trainings, seminars, study tours are properly documented and endorsed in compliance with government policies and regulations.

Office/Division:		Records Section		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		142 Quezon City Barangay Councils		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Endorsement and Approved Training Module by the City Director of DILG-QCFO			Department of Interior and Local Government – Quezon City Field Office (DILG-QCFO)	
Letter of Request			Provided by the Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements to the receiving clerk (<i>Ensure that the leave form is filled out and signed by the concerned individual/s</i>)	1.1. Receive the complete requirements of the requesting party/ barangay	None	5 minutes	<i>Receiving Clerk</i> BCRD Receiving/ Releasing Desk
	1.2. Forward the application documents to the Head of Records Section for assessment and routing	None	2 minutes	<i>Receiving Clerk</i> BCRD Receiving/ Releasing Desk <i>Records Officer</i> Records Section
	1.3. Assigned staff shall prepare the travel authority	None	5 minutes	<i>Assigned Staff</i> Records Section
	1.4. Prepared travel authority and other pertinent documents shall be forwarded to the Technical and Research Division to prepare the transmittal to the Office of the City Mayor	None	5 minutes	<i>Technical Staff</i> Technical and Research Division
	1.5. Documents shall be forwarded to	None	5 minutes	<i>Records Officer</i> Records Section



	Records Officer, Head of Administrative Division, and Assistant Department Head for review/initials			<i>Head Administrative Division</i> <i>Assistant Department Head BCRD</i>
	1.6. Documents shall be routed to BCRD Department Head for approval and signature	None	5 minutes	<i>Department Head BCRD</i>
	1.7. Transmittal of the Travel Authority to the Office of the City Mayor for approval	None	5 minutes	Liaison Officer Records Section
	1.8. Approved Travel Authority with supporting documents will be retrieved by the liaison officer from the Office of the City Mayor	None	5 minutes	<i>Liaison Officer BCRD</i>
	1.9. Release the approved travel authority to the requesting client	None	2 minutes	<i>Receiving Clerk Records Section</i>
2. Receive the travel authority				
	TOTAL:	None	39 minutes	



3. Application for Leave of Absence (Travel Abroad and Local)

Facilitates the application and processing of application for leave of absence and issuance of travel authority for barangay officials. This service ensures that all official travels and leave requests comply with the guidelines pursuant to DILG MC No. 2004-40, DILG MC No. 2022-134 & 147 and the policies set by the Quezon City Government, ensuring transparency and proper documentation.

Office/Division:		Records Section		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Incumbent Barangay Officials		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Endorsement and Approved Training Module by the City Director of DILG-QCFO			BCRD Receiving Desk	
Letter of Request addressed to the City Mayor thru the BCRD Department Head			Provided by the Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements to the receiving clerk (<i>Ensure that the leave form is filled out and signed by the concerned individual/s</i>)	1.1 Receive the duly accomplished leave form and letter of request	None	5 minutes	<i>Receiving Clerk</i> BCRD Receiving/ Releasing Desk
	1.2 Forward the application documents to the Records Officer for assessment and routing	None	2 minutes	<i>Receiving Clerk</i> BCRD Receiving/ Releasing Desk <i>Records Officer</i> Records Section
	1.3 Application for leave is recorded by the respective district records officer	None	5 minutes	<i>Records Office</i> Records Section
	1.4 Assigned staff shall prepare the travel authority and transmittal to the Office of the Mayor	None	10 minutes	<i>Assigned Staff</i> Records Section
	1.5 Prepared documents shall be reviewed by the Records Officer, Head of Administrative Division, and Assistant Department Head	None	5 minutes	<i>Records Officer</i> Records Section <i>Head</i> Administrative Division



				Assistant Department Head BCRD
	1.6 Approved documents shall be routed to BCRD Head for approval and signature	None	5 minutes	Department Head BCRD
	1.7 Travel Authority shall be transmitted to the Office of the Mayor for approval	None	5 minutes	Liaison Officer Records Section
	1.8 Travel Authority will be retrieved by the liaison officer from the Office of the Mayor	None	5 minutes	Liaison Officer Records Section
	1.9 Release the approved travel authority to the requesting client	None	2 minutes	Assigned Staff Records Section
2. Receive the travel authority				
	TOTAL:	None	44 minutes	



4. Burial Assistance for the heirs of Incumbent and former Barangay Officials

Facilitation of Burial Benefits for the heirs of incumbent and former Barangay Officials, regular members of Barangay Public Officers (BPSO), members of Lupon Tagapamayapa and Sangguniang Kabataan (SK) chairperson.

Office/Division:	Records Section	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Heirs of incumbent and former barangay officials, regular BPSO, Lupon Tagapamayama members and Sangguniang Kabataan (SK) chairperson	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
Main requirements		
1. Death Certificate (1 original & 2 photocopies)		Local Civil Registry Office of the Municipality/City, Philippine Statistics Authority
2. Photocopies of 2 valid government-issued identification cards (IDs) of claimant (2 copies)		Social Security System Office, Land Transportation Office, Department of Foreign Affairs, Pag-Ibig Fund, Philhealth, Professional Regulation Commission, Integrated Bar of the Philippines, Post Office, Philippine Statistics Authority, Quezon City ID, Senior Citizen ID issued by other municipality/city, persons with disability ID issued by another municipality/city.
3. Notarized Affidavit of Waiver of Spouse/Children/Living Siblings/ (3 original copies)		Provided by the client
If the deceased was single		
1. Birth certificate & marriage certificate of parents		Local Civil Registry Office of the Municipality/City, Philippine Statistics Authority
1.1. If both parents were deceased, please attach their death certificate		Local Civil Registry Office of the Municipality/City, Philippine Statistics Authority
If the deceased was single and with child/children		
1. Birth Certificate of children (1 original & 2 photocopies)		Local Civil Registry Office of the Municipality/City, Philippine Statistics Authority
1.1. If daughter is married, please attach marriage certificate		Local Civil Registry Office of the Municipality/City, Philippine Statistics Authority
1.2. If decease, please attach death certificate		
2. Photocopies of 2 valid government-issued identification cards (IDs) of child/children (2 copies)		Social Security System Office, Land Transportation Office, Department of Foreign Affairs, Pag-Ibig Fund, Philhealth, Professional Regulation Commission, Integrated Bar of the Philippines, Post Office, Philippine Statistics Authority, Quezon City ID, Senior Citizen ID issued by other



			municipality/city, persons with disability ID issued by another municipality/city.	
If the deceased was married with children				
1. Marriage Certificate (1 original & 2 photocopies)			Local Civil Registry Office of the Municipality/City, Philippine Statistics Authority	
2. Birth Certificate of children (1 original & 2 photocopies)			Local Civil Registry Office of the Municipality/City, Philippine Statistics Authority	
2.1. If daughter is married, please attach marriage certificate			Local Civil Registry Office of the Municipality/City, Philippine Statistics Authority	
2.2. If decease, please attach death certificate			Local Civil Registry Office of the Municipality/City, Philippine Statistics Authority	
3. Photocopies of 2 valid government-issued identification cards (IDs) of spouse/child/children (2 copies)			Social Security System Office, Land Transportation Office, Department of Foreign Affairs, Pag-Ibig Fund, Philhealth, Professional Regulation Commission, Integrated Bar of the Philippines, Post Office, Philippine Statistics Authority, Quezon City ID, Senior Citizen ID issued by other municipality/city, persons with disability ID issued by another municipality/city.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1.1 Evaluate the required documents	None	5 minutes	<i>Administrative Staff</i> Under the Assistant Department Head
	1.2 Receive the required documents.	None	2 minutes	<i>Receiving Clerk</i> BCRD Receiving Desk
	1.3 Record the documents	None	2 minutes	<i>Administrative Staff</i> Under the Assistant Department Head
	1.4 Forward the documents to the City Budget Department for Advice of Allotment	None	c/o City Budget Department	<i>Administrative Staff</i> Under the Assistant Department Head
	1.5 Upon release of the Advice of Allotment, the assigned shall prepare the Obligation Request (OBR), Voucher and Certification that the deceased is a	None	10 minutes	<i>Administrative Staff</i> Under the Assistant Department Head



	barangay official/personnel			
	1.6 Route the OBR, Voucher and Certification to Records Officer and Administrative Officer for review and initial	None	10 minutes	<i>Administrative Staff</i> Under the Assistant Department Head <i>Records Officer</i> Records Section <i>Administrative Officer</i> Administrative Division
	1.7 Route the OBR, Voucher and Certification to BCRD Head for signature	None	5 minutes	<i>Administrative Staff</i> Under the Assistant Department Head <i>Department Head</i> BCRD
	1.8 Forward the OBR, Voucher and Certification to the City Mayor for signature	None	20 minutes	<i>Administrative Staff</i> Under the Assistant Department Head
	1.9 Wait for the documents to be signed by the City Mayor	None	c/o Office of the City Mayor	<i>City Mayor</i>
	1.10 Once signed, documents shall be forwarded to the City Budget & City Accounting Departments for audit	None	20 minutes	<i>Administrative Staff</i> Under the Assistant Department Head
	1.11 Forward the audited documents to the City Mayor for the signature of the voucher	None	20 minutes	<i>Administrative Staff</i> Under the Assistant Department Head
	1.12 Once signed, documents shall be forwarded to the Treasury Department for the preparation of cheque	None	c/o Office of the City Mayor	<i>Staff</i> Office of the City Mayor



	1.13 Forward the prepared cheque to the City Treasurer for signature	None	c/o City Treasurer's Office	Staff City Treasurer's Office
	1.14 The Treasury Department shall forward the signed cheque and necessary documents to the City Administrator for approval	None	c/o City Treasurer's Office	Staff City Treasurer's Office City Administrator
	1.15 The Office of the City Administrator shall forward the cheque and necessary documents to the Treasury Department for the preparation of advice for the claim of cheque	None	c/o City Treasurer's Office	Staff Office of the City Administrator Staff City Treasurer's Office
	1.16 BCRD shall inform the claimant of the availability of cheque thru the assigned barangay coordinator	None	5 minutes	Administrative Staff Under the Assistant Department Head
2. Claimant shall claim the cheque at the Treasury Department, Cash Division		None	c/o City Treasurer's Office	Cashier Cash Division City Treasurer's Office
	TOTAL:	None	1 hour and 39 minutes	



LEGAL SECTION

External Services



1. Processing of complaints

The Legal Section of the Barangay and Community Relations Department facilitates the orderly processing of complaints filed by individuals or groups seeking assistance in resolving barangay – related concerns, NGO, CSO and community concerns in Quezon City. Complaints may be filed in person (walk – in) or via email, and each case is handled in accordance with the established procedures to ensure fairness, efficiency, and compliance with legal standards.

1.1. Processing of Walk-In Complaints

Office or Division:	Legal Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Quezon City Constituents, individuals from private and government offices and agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complaint Letter / Letter Request		Provided by the complainant / client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The complainant/ client shall submit his/her complaint letter and/or letter request. He or she shall provide a written statement detailing the nature of their concern, relevant facts, and any supporting documents.	1.1 The legal assistant and the field coordinator of the concerned barangay shall interview the client and provide information on the procedure of filing a complaint.	None	5 minutes	Receiving Clerk Records Section Legal Staff Legal Section BCRD Field Coordinator Operations and Monitoring Division
	1.2 The complaint shall be recorded for proper documentation and shall be forwarded to the legal section for review.	None	2 minutes	Receiving Clerk Records Section
	1.3 The legal officer shall conduct an initial review to determine jurisdiction and the appropriate course of action. If necessary, additional	None	5 minutes	Legal Officer Legal Section



	documents or clarifications may be requested from the complainant.			
	1.4 Once the issues in the complaint have been identified, the matter shall be initially referred to the Punong Barangay with jurisdiction over the area concerned for appropriate response, report, or initial course of action.	None	5 minutes	<i>Legal Officer</i> Legal Section
	1.5 The Endorsement shall be forwarded to the Office of the Department Head for signature.	None	5 minutes	<i>Department Head</i> BCRD
	1.6 Once signed, the Records Officer shall transmit the Endorsement to the concerned barangay	None	2 minutes	<i>Records Officer</i> Records Section <i>BCRD Field Coordinator</i> Operations and Monitoring Office
	1.7 The response of the concerned Barangay shall be recorded for proper documentation and shall be forwarded to the Legal Officer.	None	3 minutes	<i>Legal Officer</i> Legal Section
	1.8 The Legal Officer shall prepare the necessary attachments included in the Barangay's response and shall forward it to the legal assistant for transmittal.	None	5 minutes	<i>Legal Officer</i> Legal Section
	1.9 The legal assistant shall transmit the barangay's response to the complainant/client.	None	2 minutes	<i>Legal Staff</i> Legal Section



2. Receive the Barangay's response to his/her complaint or request		None	2 minutes	
3. If the complainant requests for a dialogue/ conference or legal intervention.	3.1. The complainant and respondent will be notified of a scheduled meeting or hearing to discuss the matter. Notices may be sent via phone, email or written correspondence, depending on the preferred mode of the communication.	None	5 minutes	Legal Staff Legal Section
NOTE: Pursuant to Republic Act No. 11032 <i>"The Ease of Doing Business and Efficient Government Service Delivery Act of 2018"</i> , the concerned Barangay is hereby given <u>three (3) days</u> to respond on the action taken on the endorsed complaint. <u>Complainants may follow up on the status of their complaint through designated contact points at the BCRD Office.</u> If the complaint requires further legal action, it may be endorsed to the appropriate offices such as the Quezon City Legal Department and/or relevant government agencies and offices.				
	TOTAL:	None	41 minutes	



1.2. Processing of Email Complaints

Office or Division:	Legal Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Quezon City Constituents, individuals from private and government offices and agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email complaint (Must include a clear and concise statement of the issue, the parties involved, and attached supporting documents, if available)		Provided by the complainant / client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The complainant/ client shall submit his/her complaint through email. (8888, 122 and other email channels) (Email Complaints)	1.1 The assigned legal staff shall acknowledge the receipt of the email and shall provide information to the complainant on the procedure of the handling of the email complaint.	None	2 minutes	<i>Legal Staff</i> Legal Section
	1.2 The email complaint shall be recorded in the department's tracking system for monitoring and reference.	None	2 minutes	<i>Legal Staff</i> Legal Section
	1.3 The legal officer shall conduct an initial review to determine jurisdiction and the appropriate course of action. If necessary, additional documents or clarifications may be requested from the complainant.	None	5 minutes	<i>Legal Officer</i> Legal Section
	1.4 Once the issues in the email complaint have been identified, the matter shall be initially referred to the Punong Barangay with jurisdiction over the area concerned for appropriate response, report, or	None	5 minutes	<i>Legal Officer</i> Legal Section



	initial course of action.			
	1.5 The legal staff shall forward the Endorsement to the concerned barangay through email and shall ensure continuous monitoring of the pending cases in the ticket system.	None	2 minutes	<i>Legal Staff</i> Legal Section
	1.6 The response of the concerned Barangay shall be recorded for proper documentation and shall be forwarded to the Legal Officer.	None	2 minutes	<i>Legal Staff</i> Legal Section
	1.7 The Legal Officer shall prepare the necessary attachments included in the Barangay's response and shall forward it to the legal assistant for transmittal.	None	5 minutes	<i>Legal Officer</i> Legal Section
	1.8 The legal staff shall email the barangay's response to the complainant/client and shall mark the email complaint as closed and resolved in the Ticket System	None	2 minutes	<i>Legal Staff</i> Legal Section
2. Receive the Barangay's response to his/her complaint or request				
3. If the complainant requests for a dialogue/ conference or legal intervention.	3.1 The complainant and respondent will be notified of a scheduled meeting or hearing to discuss the matter. Notices may be sent via phone, email or written correspondence, depending on the preferred mode of the	None	5 minutes	<i>Legal Staff</i> Legal Section



	communication.			
NOTE: Pursuant to Republic Act No. 11032 <i>“The Ease of Doing Business and Efficient Government Service Delivery Act of 2018”</i> , the concerned Barangay is hereby given <u>three (3) days</u> to respond on the action taken on the endorsed complaint. <u>Complainants may follow up on the status of their complaint through designated contact points at the BCRD Office.</u> If the complaint requires further legal action, it may be endorsed to the appropriate offices such as the Quezon City Legal Department and/or relevant government agencies and offices.				
	TOTAL:	None	30 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a Feedback?	<p>Fill-up the feedback and complaint form and drop it to the box located at the BCRD.</p> <p>Clients can also direct their feedback to the office via the following:</p> <ul style="list-style-type: none"> • Telephone Number: (8) 988-4242 locals 8169, 8191 and 8526 • E-mail Address: BCRD@quezoncity.gov.ph
How is feedback processed?	<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>
How to file a complaint?	<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 feedback will be forwarded to the concerned division and to the Department Head.</p> <p>Feedback requiring answers shall be answered by the concerned division within 3 days upon receipt.</p>
How are complaints processed?	<p>The assigned Officer evaluates the complaint, then interviews the client and provides information on the complaint procedure.</p> <p>The complaint is then endorsed to the concerned division or person for appropriate action.</p> <p>The concerned division or person addresses the complaint and provides feedback.</p> <p>The assigned Officer mails/emails the report on action taken to the client.</p>



Contact Information of BCRD, PCC, and CCB	<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: BCRD@quezoncity.gov.ph (8) 988-4242 locals 8169, 8191 and 8526</p> <p>PCC: pcc@malacanang.gov.ph 8888</p> <p>CCB: email@contactcenterngbayan.gov.ph 0908-881-6565</p>
---	---



LIST OF DIVISIONS/SECTIONS

Office of the Department Head: Mr. Ricardo B. Corpuz Department Head III	2 nd Floor Community Center, Quezon City Hall Compound, Quezon City	BCRD@quezoncity.gov.ph 8191
Office of the Assistant Department Head: Ms. Gracia Rowena F. Dela Cruz Acting Assistant Department Head	2 nd Floor Community Center, Quezon City Hall Compound, Quezon City	8169
Administrative Division: Blesilda C. Agpawa Acting Division Head	2 nd Floor Community Center, Quezon City Hall Compound, Quezon City	admin.BCRD@quezoncity.gov.ph 8191
Records Section: Elizabeth D. Gomez Records Officer	2 nd Floor Community Center, Quezon City Hall Compound, Quezon City	8191
Legal Section: Atty. Aileen Cadenilla Legal Officer	2 nd Floor Community Center, Quezon City Hall Compound, Quezon City	cac.BCRD@quezoncity.gov.ph 8169
Technical and Research Services Division: Ms. Margarita M. Villanueva Acting Division Head	2 nd Floor Community Center, Quezon City Hall Compound, Quezon City	trsd.BCRD@quezoncity.gov.ph 8169
Operations and Monitoring Division: Mr. Gerardo A. Lobo Acting Division Head	2 nd Floor Community Center, Quezon City Hall Compound, Quezon City	omd.BCRD@quezoncity.gov.ph 8169
Planning and Programming Division: Ms. Mary Ann Grace C. Rivera Acting Division Head	3 rd Floor Community Center, Quezon City Hall Compound, Quezon City	ppd.BCRD@quezoncity.gov.ph 8526



ANNEX A



ANTI-RED TAPE AUTHORITY
CLIENT SATISFACTION MEASUREMENT FORM
PSA Approval No.: ARTA-2242-3

QUEZON CITY GOVERNMENT

Barangay and Community Relations Department

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

(Ang Client Satisfaction Measurement (CSM) na ito ay sinusubaybayan ang bawat karanasan ng mga kliyente sa tanggapan ng Gobyerno. Ang inyong tugon sa katatapos lang na transaksyong isinagawa ay makakatulong sa tanggapang ito para sa mas maayos at mabisang serbisyo. Ang personal na impormasyong ibinahagi ay mananatiling kumpidensyal, ang hindi pagsagot sa form na ito ay opsiyonal.)

Client type (*Uri ng Kliyente*): ☐ Citizen ☐ Business ☐ Government (Employee or another agency)

Date (*Petsa*): _____ Sex (*Kasarian*): ☐ Male ☐ Female Age (*Edad*): _____

Region of residence (*Rehiyon ng Paninirahan*): _____

Service Availed (*Nakuhang Serbisyo*): _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

TAGUBILIN: Lagyan ng tsek (✓) ang iyong sagot sa bawat tanong sa Citizen's Charter (CC). Ang **Citizen's Charter** ay isang opisyal na dokumento na sumasailalim sa mga serbisyo ng isang ahensiya/opisina ng gobyerno kasama ang mga kinakailangan, bayad, at oras ng pagproseso nito bukod sa iba pa.

Which of the following best describes your awareness of a CC? (*Alin sa mga sumusunod ang pinaka-naglalarawan ng iyong kamalayan sa CC?*)

- ☐ 1. I know what a CC is and I saw this office's CC. (*Alam ko kung ano ang CC at nakita ito sa kanilang opisina*)
- ☐ 2. I know what a CC is but I did NOT see this office's CC. (*Alam ko kung ano ang CC ngunit hindi ko nakita ito sa kanilang opisina*)
- ☐ 3. I learned of the CC only when I saw this office's CC. (*Natutunan ko kung ano ang CC nung nakita ko ito sa kanilang opisina*)
- ☐ 4. I do not know what a CC is and I did not see one in this office. (Answer '**N/A**' on CC2 and CC3) (*Hindi ko alam kung ano ang CC at wala akong nakita sa kanilang opisina. (Sagutin ng '**N/A**' ang CC2 at CC3))*

If aware of CC (answered 1-3 in CC1), would you say that the CC of this office is? (*Kung ikaw ay may nalalaman patungkol sa CC, masasabi mo ba na ang CC ng opisinang ito ay?*)

- ☐ 1. Easy to see (*Madaling makita*) ☐ 4. Not visible at all (*Hindi nakikita*)
- ☐ 2. Somewhat easy to see (*Medyo madaling makita*) ☐ 5. N/A (*Hindi naaangkop*)
- ☐ 3. Difficult to see (*Mahirap makita*)

If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? (*Kung may nalalaman sa CC (Sinagutan ang mga CC 1-3 sa CC1), gaano kalaki ang naitulong nito sa iyong transaksyon?*)

- ☐ 1. Helped very much (*Sobrang nakatulong*) ☐ 3. Did not help (*Hindi nakatulong*)



☐ 2. Somewhat helped (*Medyo nakatulong*) ☐ 4. N/A (*Hindi naaangkop*)

Please continue to the next page (at the back)
(Mangyaring magpatuloy sa susunod na pahina)



ANTI-RED TAPE AUTHORITY
CLIENT SATISFACTION MEASUREMENT FORM
PSA Approval No.: ARTA-2242-3

INSTRUCTIONS:

For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.

TAGUBILIN: Para naman sa SQD 0-8, pakilagyan ng tsek (✓) ang hanay na pinaka-angkop sa iyong sagot.

	 Strongly Disagree (Lubos na hindi sumasang-ayon)	 Disagree (Hindi sumasang-ayon)	 Neither Agree nor Disagree (Sapat lamang)	 Agree (Sumasang-ayon)	 Strongly Agree (Lubos na sumasang-ayon)	N/A Not Applicable (Hindi naaangkop)
SQD0. I am satisfied with the service that I availed. <i>(Ako ay nasiyahan sa serbisyo.)</i>						
SQD1. I spent a reasonable amount of time for my transaction. <i>(Ako ay gumugol ng tamang oras lamang para sa aking transaksyon.)</i>						
SQD2. The office followed the transaction's requirements and steps based on the information provided. <i>(Ang opisina ay sumunod sa kinakailangang hakbang base sa impormasyong ibinigay.)</i>						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple. <i>(Ang hakbang (kasama na ang pagbabayad) na kinailangan kong gawin para sa transaksyon ay madali at simple lamang.)</i>						
SQD4. I easily found information about my transaction from the office or its website. <i>(Madali kong nahanap ang impormasyon patungkol sa aking transaksyon mula sa opisina o sa website nito.)</i>						
SQD5. I paid a reasonable amount of fees for my transaction. <i>(Ako ay nagbayad ng tamang halaga lamang para sa aking transaksyon.)</i>						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction. <i>(Naramdaman kong pantay ang opisina sa lahat o "walang palakasan", sa aking transaksyon.)</i>						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful. <i>(Magalang ako na tinrato ng mga empleyado (kapag nagpatulong) ay agad nilang tinutulungan.)</i>						



SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. *(Nakuha ko ang kailangan ko sa ahensya ng gobyerno, o (kung tinanggihan) ang pagtanggì sa kahilingan ay maayos at sapat na ipinaliwanag sa akin.)*

Suggestions on how we can further improve our services (optional):
Mga suhestiyon kung paano pa mapapabuti ang aming serbisyo (opsyonal)

Email address (optional): _____

THANK YOU!
SALAMAT