



MUNICIPALITY OF CALATAGAN OFFICE OF THE SANGGUNIANG BAYAN CITIZEN'S CHARTER

ACCREDITATION OF NON-GOVERNMENTAL ORGANIZATIONS (NGOs) AND PEOPLE'S ORGANIZATIONS (POs)

STEP NO.	STEPS INVOLVED	SERVICE PROVIDER	OFFICE LOCATION	PERSON IN CHARGE	DURATION OF ACTIVITY
1	INQUIRE FOR ACCREDITATION OF ORGANIZATIONS REQUIREMENTS: Duly accomplished Application Form Board Resolution signifying intention for accreditation Certificate of Registration (SEC, DOLE, etc.) List of current officers and members Annual Accomplishment Report Financial Statement Profile indicating the purposes and objectives of the organization Copy of the minutes of the meeting of the organization Copy of Constitution and By-laws	Explain to the client the requirements and give application form.	Sangguniang Bayan's Office	SB Secretariat	2-5 minutes
2	SUBMISSION OF APPLICATION AND REQUIREMENTS	Receive application and check the requirements.	Sangguniang Bayan's Office	SB Secretariat	5 minutes or less
3	PROCESSING ACCREDITATION	Upon instruction of the Committee Chair on Rules, include in the Calendar of Business.	Sangguniang Bayan's Office	SB Secretary	Depends upon the schedule of session and its approval.
4	PREPARING ACCREDITATION PAPERS	Prepare the Certificate or Resolution of Accreditation.	Sangguniang Bayan's Office	SB Secretary and Staff	After approval
5	ISSUANCE OF ACCREDITATION PAPERS	Issue Certificate or resolution of Accreditation.	Sangguniang Bayan's Office	SB Secretariat	2-5 minutes

ISSUANCE OF PHOTOCOPY/TRUE COPY OF SANGGUNIANG BAYAN DOCUMENTS

STEP NO.	STEPS INVOLVED	SERVICE PROVIDER	OFFICE LOCATION	PERSON IN CHARGE	DURATION OF ACTIVITY
1	REQUEST FOR SANGGUNIANG BAYAN DOCUMENTS WRITTEN REQUEST REQUIREMENTS: Name Address Number of copies Purpose	Search for the requested document/s.	Sangguniang Bayan's Office	SB Secretariat	1-5 minutes
2	PAY THE CORRESPONDING FEE	Issue Official Receipt.	Treasurer's Office	Treasury Personnel	
3	RELEASING OF REQUESTED DOCUMENT/S	Check the OR and release the document/s.	Sangguniang Bayan's Office	SB Secretariat	1-2 minutes

BARANGAY ORDINANCES AND RESOLUTIONS

STEP NO.	STEPS INVOLVED	SERVICE PROVIDER	OFFICE LOCATION	PERSON IN CHARGE	DURATION OF ACTIVITY
1	REQUEST FOR THE APPROVAL OF ORDINANCES AND RESOLUTIONS REQUIREMENTS: Copy of Barangay Ordinance or Resolution Supporting Documents (if any)	Receive, validate and endorse to SB Secretary for calendar .	Sangguniang Bayan's Office	SB Secretariat	2 - 5minutes
2	PREPARE RESOLUTION/ORDINANCE FOR AGENDA	Upon instruction of Committee Chair on Rules, record the same for inclusion in the agenda.	Sangguniang Bayan's Office	SB Secretariat	
3	REVIEW, DELIBERATION AND APPROVAL	For review and deliberation of SB during the Session. If the ordinance or resolution is approved, prepare the documents to be signed by Presiding Officer and SB Secretary and or SB Members. *If disapproved or lack of requirements, notify or return the measure to the Punong Barangay or other concerned.	Sangguniang Bayan's Office	SB Secretariat	1-3 sessions of SB
4	ISSUANCE OF ORDINANCE/RESOLUTION	Forward the documents to concerned person and agency.		SB Secretariat	2-5 minutes

ISSUANCE OF CERTIFICATION AND ENDORSEMENT

STEP NO.	STEPS INVOLVED	SERVICE PROVIDER	OFFICE LOCATION	PERSON IN CHARGE	DURATION OF ACTIVITY
1	REQUEST FOR CERTIFICATION AND ENDORSEMENT	Listen to inquiry and refer to the concerned person.	Sangguniang Bayan's Office	SB Secretariat	1 minute or less
2	PREPARE CERTIFICATE AND ENDORSEMENT	Prepare the Certificate or Endorsement.	Sangguniang Bayan's Office	SB Secretariat	1 minute or less
3	RELEASING OF REQUESTED DOCUMENT/S	Check the OR and release the document/s.	Sangguniang Bayan's Office	SB Secretariat	1 minute or less

SCHEDULE OF FEES

For every one hundred (100) words or fraction thereof, Typewritten	Php 11.00
Where the copy to be furnished is in printed form, in whole or in part, for each page (double this fee if there are two pages in a sheet)	Php 22.00
For each certificate of correctness (with seal of office) written on the copy or attached thereto	Php 22.00
For certified copies of any paper, record, decree, judgment or entry of which any person entitled to demand and receive a copy (in connection with judicial proceedings), for each hundred (100) words	Php 11.00
For copy/s produced by copying machine, per page	Php 5.00
Photo copy, per page	Php 6.00

TRUCKING AND HAULING ACCREDITATION

STEP NO.	STEPS INVOLVED	SERVICE PROVIDER	OFFICE LOCATION	PERSON IN CHARGE	DURATION OF ACTIVITY
1	INQUIRE FOR TRUCKING AND HAULING ACCREDITATION REQUIREMENTS: ACCREDITATION FORM POLICE CLEARANCE OF OPERATOR AND DRIVER/S	Give the corresponding form for application and explain what to do.	Sangguniang Bayan's Office	SB Secretariat	2 to 5 minutes
2	PAY THE CORRESPONDING FEE	Issue Official Receipt.	Treasurer's Office	Treasury Personnel	
2	FILE APPLICATION FOR ACCREDITATION	Accept and validate application. Check the requirements. Record the details.	Sangguniang Bayan's Office	SB Secretariat	2 to 5 minutes
3	ISSUANCE OF ACCREDITATION STICKER	Issue sticker and inform the client to get the Mayor's Permit. Give instructions.	Sangguniang Bayan's Office	SB Secretariat	2 minutes or less

SCHEDULE OF FEES	
Occupation Fee	Php 250.00
Trucking services fee	Php 200.00
Accreditation Fee	Php 200.00
Surcharge (25%)	

REMINDER

Accreditation is valid for one year.

TRICYCLE FRANCHISE APPLICATION					
STEP NO.	STEPS INVOLVED	SERVICE PROVIDER	OFFICE LOCATION	PERSON IN CHARGE	DURATION OF ACTIVITY
1	INQUIRE FOR TRICYCLE FRANCHISE APPLICATION QUALIFICATIONS FILIPINO CITIZEN RESIDENT OF CALATAGAN FOR AT LEAST ONE (1) YEAR REQUIREMENTS: POLICE CLEARANCE CERTIFICATE OF REGISTRATION - FOR HIRE (TC) LATEST / UPDATED OFFICIAL RECEIPT (LTO) REGISTRATION CANCELLATION OF PREVIOUS FRANCHISE (if needed)	Give and explain the list of requirements and qualifications.	Sangguniang Bayan's Office	SB Secretariat	Two (2) minutes or less
2	PAY APPLICABLE FEES AND CHARGES	Check and accept payment. Issue Official Receipt.	Treasurer's Office	Treasury Personnel	Two (2) minutes or less
3	VALIDATION OF REQUIREMENTS/QUALIFICATIONS	Evaluate and validate requirements.	Sangguniang Bayan's Office	SB Secretariat	One (1) minute or less
4	PHOTO SCANNING OF APPLICANT AND UNIT/S	Capture applicant's photo and unit (tricycle).	Sangguniang Bayan's Office	SB Secretariat	Two (2) minutes or less
5	ENCODING	Input applicant and unit information.	Sangguniang Bayan's Office	SB Secretariat	Two (2) minutes or less
6	PRINTING AND SIGNING OF APPLICATION AND MTOP (Motorized Tricycle Operator's Permit)	Print Application and MTOP.	Sangguniang Bayan's Office	SB Secretariat	One (1) minute or less
7	RELEASING OF FRANCHISE DOCUMENTS AND PLATE	Hand franchise documents and plate to applicant.	Sangguniang Bayan's Office	SB Secretariat	One (1) minute or less

TRICYCLE FRANCHISE RENEWAL APPLICATION					
STEP NO.	STEPS INVOLVED	SERVICE PROVIDER	OFFICE LOCATION	PERSON IN CHARGE	DURATION OF ACTIVITY
1	INQUIRE FOR TRICYCLE FRANCHISE RENEWAL APPLICATION REQUIREMENTS: POLICE CLEARANCE CERTIFICATE OF REGISTRATION - FOR HIRE (TC) LATEST / UPDATED OFFICIAL RECEIPT (LTO) REGISTRATION COPY OF PREVIOUS FRANCHISE	Give and explain the list of requirements.	Sangguniang Bayan's Office	SB Secretariat	Two (2) minutes or less
2	PAY APPLICABLE FEES AND CHARGES	Check and accept payment. Issue Official Receipt.	Treasurer's Office	Treasury Personnel	Two (2) minutes or less
3	VALIDATION OF REQUIREMENTS/QUALIFICATIONS	Evaluate and validate requirements.	Sangguniang Bayan's Office	SB Secretariat	One (1) minute or less
4	ENCODING	Input renewal of application's information.	Sangguniang Bayan's Office	SB Secretariat	One (1) minute or less
5	PRINTING AND SIGNING OF APPLICATION AND MTOP (Motorized Tricycle Operator's Permit)	Print Application and MTOP.	Sangguniang Bayan's Office	SB Secretariat	One (1) minute or less
6	RELEASING OF FRANCHISE DOCUMENTS AND PLATE	Hand franchise documents to applicant.	Sangguniang Bayan's Office	SB Secretariat	One (1) minute or less

PERMIT FOR TRICYCLE FRANCHISE					
STEP NO.	STEPS INVOLVED	SERVICE PROVIDER	OFFICE LOCATION	PERSON IN CHARGE	DURATION OF ACTIVITY
1	INQUIRE FOR PERMIT FOR TRICYCLE FRANCHISE REQUIREMENTS: CERTIFICATE OF REGISTRATION - FOR HIRE (TC) LATEST / UPDATED OFFICIAL RECEIPT (LTO) REGISTRATION COPY OF CURRENT FRANCHISE	Give and explain the list of requirements.	Sangguniang Bayan's Office	SB Secretariat	One (1) minute or less
2	PAY APPLICABLE FEES AND CHARGES	Check and accept payment. Issue Official Receipt.	Treasurer's Office	Treasury Personnel	Two (2) minutes or less
3	VALIDATION OF REQUIREMENTS	Evaluate and validate requirements.	Sangguniang Bayan's Office	SB Secretariat	One (1) minute or less
4	ENCODING	Input permit application information.	Sangguniang Bayan's Office	SB Secretariat	One (1) minute or less
5	RELEASING OF STICKER PERMIT	Hand franchise sticker to applicant.	Sangguniang Bayan's Office	SB Secretariat	One (1) minute or less

SCHEDULE OF FEES			
Application Fee	-	Php 50.00	Surcharge (25%) -
Franchise Fee	-	Php 500.00	Miscellaneous - Php 40.00-75.00
Annual Registration Fee (For Hire)	-	Php 175.00	Service Fee (Change of Unit) - Php 150.00
Annual Registration Fee (Private)	-	Php 175.00	1st Offense - Php 500.00-1,000.00
Cancellation Fee	-	Php 100.00	2nd Offense - Php 700.00-2,000.00
Mayor's Permit	-	Php 100.00	3rd & Subsequent Offenses - Php 2500.00

REMINDERS

Tricycle Franchise is valid for three (3) years from the date of issued unless terminated for a reasonable cause.

Only driver with Professional License can drive the tricycle and must be carried for all times.

No person can operate or drive a tricycle for hire without Permit.

Operator must get Permit on or before January 20 of every year.

COMPLAINTS/FEEDBACKS					
STEP NO.	STEPS INVOLVED	SERVICE PROVIDER	OFFICE LOCATION	PERSON IN CHARGE	DURATION OF ACTIVITY
1	COMPLAIN, SUGGEST OR GIVE FEEDBACK REQUIREMENTS: LETTER OF COMPLAINT (IF ANY)	Listen, ask and help the clients in their problem/concern and refer to the appropriate person.	Sangguniang Bayan's Office	SB Secretariat	Two (2) minutes or less