BARANGAY LOCAL GOVERNMENT UNIT OF

# TAGUM SUR

TRINIDAD, BOHOL, PHILIPPINES

# CITIZEN'S CHARTER

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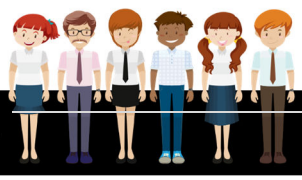
# CITIZEN'S CHARTER

## 2026 (FIRST EDITION)



# FOREWORD

Pursuant to Section 6 of Republic Act (RA) No. 11032, otherwise known as the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, all government offices are mandated to establish and maintain a Citizen's Charter that serves as an information billboard and handbook of their most current services, processes, and requirements for the transacting public.

In line with this, the Barangay Local Government of Tagum Sur, Trinidad, Bohol proudly presents its 2026 First Edition of the Citizen's Charter as a concrete manifestation of its commitment to eliminate red tape, streamline procedures, and improve the efficiency of public service delivery. This document provides clear and comprehensive information on the services offered by the municipality, including step-by-step procedures, requirements, processing time, and responsible offices.

Guided by the national government's thrust for a whole-of-government approach toward bureaucratic efficiency, the Barangay Tagum Sur reaffirms its adherence to the standards set by the Anti-Red Tape Authority (ARTA) and its continuing efforts to comply with the provisions of RA 11032. Through this Charter, we aim to promote transparency, accountability, and responsiveness in all government transactions.

Let this Citizen's Charter serve as our pledge to the people of Barangay Tagum Sur, Trinidad, Bohol that we will continue to uphold a transparent, efficient, and citizen-centered local government that delivers quality services and fosters trust and confidence among our constituents.

**HON. ESTRELLITA A. TORCENDE**
Barangay Captain

# PROFILE

## MANDATE

Pursuant to **Republic Act No. 7160**, otherwise known as the *Local Government Code of 1991*, the **Barangay** is mandated to serve as the basic political unit of the Philippines and as the primary planning and implementing unit of government policies, plans, programs, projects, and activities in the community.

As a local government unit, the Barangay is tasked to **promote the general welfare of its constituents, maintain peace and order, provide basic services and facilities, and implement programs and activities** that contribute to the social, economic, environmental, and cultural development of the community.

## VISION

“A prosperous and progressive Barangay, with productive farms and thriving fisheries as the main source of livelihood, a clean and safe, and a resilient community, and empowered residents working together for sustainable development. Recognized by neighboring communities as a peaceful, productive, and united barangay that takes pride in its people, resources, and continuous progress.”

## MISSION

“Our mission is to provide adequate and responsive sources to enable our citizens to live in comfort, secure and prosperity through maximum utilization of resources, active people participation and active partnership in government organization, civil society and the private sector.”

## SERVICE PLEDGE

We, the **Barangay Officials and Employees of Barangay Tagum Sur, Trinidad, Bohol**, commit ourselves to providing **efficient, responsive, transparent, accessible, and courteous public service** to all our constituents.

We pledge to serve every client with **respect, fairness, integrity, and professionalism**, without discrimination or undue preference. We shall provide clear and accurate information on our services, requirements, procedures, fees, and prescribed processing times, and ensure that transactions are acted upon promptly and in accordance with existing laws, rules, regulations, and barangay ordinances.

We shall continuously strive to **simplify our procedures, eliminate unnecessary requirements and delays, uphold accountability, and protect the rights and welfare of every client**. We shall listen to your concerns and suggestions and use them to improve the quality and delivery of our frontline services.

**Your satisfaction is our commitment. Your trust is our responsibility.**

**We commit to serve with:**

- **INTEGRITY**
- **RESPONSIVENESS**
- **TRANSPARENCY**
- **ACCOUNTABILITY**
- **COURTESY**
- **EXCELLENCE**

**Serbisyong Barangay, Para sa Katawhan, Alang sa Mas Maayong Komunidad.**

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| NAME OF SERVICE | ISSUANCE OF CERTIFICATE OF INDIGENCY |
|---|---|
| SERVICE INFORMATION | Certificate of Indigency is an official document issued by the Barangay certifying that an individual or household is considered indigent based on the assessment and available barangay records, for purposes such as medical assistance, educational assistance, social welfare assistance, legal assistance, and other legitimate or official purposes. |

| OFFICE | OFFICE OF THE BARANGAY CAPTAIN |
|---|---|
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2C – Government to Citizen |
| WHO MAY AVAIL | Residents of the Barangay who are considered indigent and who require a Certificate of Indigency for legitimate or official purposes. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid ID or other acceptable proof of identity | Applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Approach the Barangay Secretary and tell him/her of the document to be requested. | 1. Verify the identity of the requesting client. | None | 2 minutes | Barangay Secretary |

| | | | | |
|---|---|---|---|---|
| 2. Submit the Official Receipt to the Barangay Secretary. Wait for the preparation and approval of the Certificate of Indigency. | 2.1 Prepare, the Certificate of Indigency. | None | 5 minutes | Barangay Secretary |
| | 2.2 Review, sign/approve, the Certificate of Indigency. | None | 2 minutes | Barangay Captain |
| 3. Receive the Certificate of Indigency and acknowledge receipt. | 3. Release the completed Certificate of Indigency to the client. | None | 3 minutes | Barangay Secretary |
| **TOTAL** | | **None** | **15 MINUTES** | |

| NAME OF SERVICE | ISSUANCE OF CERTIFICATE OF RESIDENCY |
|---|---|
| SERVICE INFORMATION | Certificate of Residency is an official document issued by the Barangay certifying that an individual is a resident of the Barangay based on available barangay records and/or appropriate verification. It may be issued for employment, education, business, government assistance, legal transactions, and other legitimate or official purposes. |

| OFFICE | OFFICE OF THE BARANGAY CAPTAIN |
|---|---|
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2C – Government to Citizen |
| WHO MAY AVAIL | Residents of the Barangay who require a Certificate of Residency for legitimate or official purposes. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid ID or other acceptable proof of identity | Applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1.Approach the Barangay Secretary and tell him/her of the document to be requested. | 1.Verify the identity of the requesting client. | None | 2 minutes | Barangay Secretary |

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|---|---|---|---|---|
| 2. Proceed to the Barangay Treasurer and pay the prescribed fees. | 2. Assess and collect the prescribed fee and issue an official receipt. | PhP 100.00 + DST 30.00 | 3 minutes | Barangay Treasurer |
| 3. Submit the Official Receipt to the Barangay Secretary. Wait for the preparation and approval of the Certificate of Residency. | 3.1 Prepare, the Certificate of Residency. | None | 5 minutes | Barangay Secretary |
| | 3.2 Review, sign/approve, the Certificate of Residency. | None | 2 minutes | Barangay Captain |
| 4. Receive the Certificate of Residency and acknowledge receipt. | 4. Release the completed Certificate of Residency to the client. | None | 3 minutes | Barangay Secretary |
| **TOTAL** | | **PhP 130.00** | **15 MINUTES** | |

| NAME OF SERVICE | FILING OF COMPLIANT TO KATARUNGANG PAMBARANGAY |
|---|---|
| SERVICE INFORMATION | This service facilitates the filing and processing of complaints involving disputes between parties that fall within the jurisdiction of the Katarungang Pambarangay. The Barangay, through the Lupon Tagapamayapa, facilitates mediation and conciliation between the parties with the objective of achieving an amicable settlement in accordance with applicable laws, rules, and regulations. |

| OFFICE | OFFICE OF THE BARANGAY CAPTAIN |
|---|---|
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2C – Government to Citizen |
| WHO MAY AVAIL | Residents or other qualified parties who are involved in a dispute falling within the jurisdiction of the Katarungang Pambarangay, subject to the applicable provisions of law. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid ID or other acceptable proof of identity | Applicant |
| 2. Supporting documents/evidence relevant to the complaint, if applicable | Complainant |
| 3. Contact information and address of the complainant and respondent | Complainant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Approach the Barangay Secretary and state the intention to file a complaint. Submit the required information and supporting documents. | 1. Receive and record the complaint and verify the identity and basic information of the complainant. | None | 2 minutes | Barangay Secretary |
| 2. Provide the necessary details regarding the dispute and the respondent. | 2. Determine whether the complaint is appropriate for referral to the Katarungang Pambarangay and provide information on the applicable procedure. | Case Filing Fee Php 300.00 | 3 minutes | Barangay Treasurer |
| 3. Sign the complaint and other necessary documents | 3. Record the complaint and initiate the appropriate Katarungang Pambarangay proceedings, including the preparation/issuance of the necessary notice or summons for the respondent | None | 3 minutes | Barangay Secretary |

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|---|---|---|---|---|
| 4. Attend the scheduled mediation/conciliation proceeding. | 4. Facilitate the mediation/conciliation proceedings between the parties in accordance with applicable rules. | None | 3 days | Lupon Tagapamayapa |
| 5. Receive and acknowledge the appropriate document or outcome of the proceedings. | 5. Issue the appropriate document reflecting the result of the proceedings, such as an amicable settlement or other authorized certification, as applicable. | None | 3 days | Lupon Tagapamayapa |
| **TOTAL** | | **PhP 300.00** | **6 days, 8 MINUTES** | |

| NAME OF SERVICE | ISSUANCE OF AFFIDAVIT OF BARANGAY OFFICIALS TO SOLO PARENTS |
|---|---|
| SERVICE INFORMATION | This service facilitates the issuance of an Affidavit of Barangay Officials certifying relevant information concerning the status and circumstances of a resident as a solo parent, based on available Barangay records and appropriate verification, for purposes of securing benefits, assistance, privileges, and other legitimate or official transactions under applicable laws, rules, and regulations. |

| OFFICE | OFFICE OF THE BARANGAY CAPTAIN |
|---|---|
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2C – Government to Citizen |
| WHO MAY AVAIL | Residents of the Barangay who are qualified or applying for recognition as solo parents and who require the Affidavit of Barangay Officials for legitimate or official purposes. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid ID or other acceptable proof of identity | Applicant |
| 2. Documents supporting the applicant's circumstances as a solo parent | Applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Approach the Barangay Secretary and tell him/her of the document to | 1. Verify the identity of the requesting client. | None | 2 minutes | Barangay Secretary |

| | | | | |
|---|---|---|---|---|
| be requested. | | | | |
| 2. Provide the necessary information and supporting documents concerning the applicant's solo parent status. | 2. Verify the applicant's residency and relevant information against available Barangay records and submitted supporting documents. | None | 2 minutes | Barangay Secretary |
| 3. Proceed to the Barangay Treasurer and pay the prescribed fees. | 3. Assess and collect the prescribed fee and issue an official receipt. | PhP 100.00 + DST 30.00 | 3 minutes | Barangay Treasurer |
| 4. Submit the Official Receipt to the Barangay Secretary<br><br>and wait for the preparation and approval of the Affidavit. | 4.1 Prepare, the Affidavit. | None | 5 minutes | Barangay Secretary |
| | 4.2 Review, sign/approve, the Affidavit. | None | 2 minutes | Barangay Captain |

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|---|---|---|---|---|
| 5. Receive the Affidavit and acknowledge receipt. | 5. Release the completed Affidavit to the client. | None | 3 minutes | Barangay Secretary |
| **TOTAL** | | **PhP 130.00** | **17 MINUTES** | |

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|---|---|
| **NAME OF SERVICE** | **ISSUANCE OF BARANGAY CERTIFICATION FOR PURPOSES OF APPLICATION OF CUTTING PERMIT** |
| **SERVICE INFORMATION** | This service facilitates the issuance of a Barangay Certification to qualified applicants who intend to secure a cutting permit for trees. The certification is issued based on verification of the location and relevant information regarding the trees and property, subject to applicable laws, rules, regulations, and the requirements of the concerned government agency. |

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|---|---|
| **OFFICE** | OFFICE OF THE BARANGAY CAPTAIN |
| **CLASSIFICATION** | Simple |
| **TYPE OF TRANSACTION** | G2C – Government to Citizen |
| **WHO MAY AVAIL** | Property owners, occupants, authorized representatives, and other qualified applicants who require a Barangay Certification as part of the requirements for an application for a tree-cutting permit within the Barangay. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid ID or other acceptable proof of identity | Applicant |
| 2. Proof of ownership or lawful possession of the property | Applicant |
| 3. Location/details of the trees proposed for cutting, including the purpose of cutting | Applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Approach the Barangay Secretary and request a Barangay Certification for purposes of applying for a cutting permit. Submit the required document/s. | 1. Receive and check the request/ application and documentary requirements for completeness. | None | 2 minutes | Barangay Secretary |
| 2. Proceed to the Barangay Treasurer and pay the prescribed fees. | 2. Assess and collect the prescribed fee and issue an official receipt. | PhP 50.00 per trunk + DST 30.00 | 3 minutes | Barangay Treasurer |
| 3. Submit the Official Receipt to the Barangay Secretary and wait for the preparation and approval of the Barangay Certification. | 3.1 Prepare, the Barangay Certification. | None | 5 minutes | Barangay Secretary |
| | 3.2 Review, sign/approve, the Barangay Certification. | None | 2 minutes | Barangay Captain |
| 4. Receive the Barangay Certification and | 4.Release the completed Barangay | None | 3 minutes | Barangay Secretary |

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|---|---|---|---|---|
| acknowledge receipt. | Certification to the client. | | | |
| **TOTAL** | | **PhP 80.00** | **15 MINUTES** | |

| NAME OF SERVICE | ISSUANCE OF BARANGAY CERTIFICATION |
|---|---|
| SERVICE INFORMATION | Barangay Certification is an official document issued by the Barangay certifying information based on available barangay records, such as residency, indigency, identification, or other matters that the Barangay is authorized to certify, for employment, business, educational, legal, and other legitimate purposes. |

| OFFICE | OFFICE OF THE BARANGAY CAPTAIN |
|---|---|
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2B – Government to Business<br>G2C – Government to Citizen<br>G2G – Government to Government |
| WHO MAY AVAIL | All Residents, Business Establishments and Institutions within the barangay |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid ID or other acceptable proof of identity | Applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Approach the Barangay Secretary and tell him/her of the document to be requested. | 1. Verify the identity of the requesting client. | None | 2 minutes | Barangay Secretary |
| 2. Proceed to the Barangay Treasurer and pay the prescribed fees. | 2. Assess and collect the prescribed fee and issue an official receipt. | PhP 100.00 + DST 30.00 | 3 minutes | Barangay Treasurer |

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|---|---|---|---|---|
| 3. Submit the Official Receipt to the Barangay Secretary. Wait for the preparation and approval of the Barangay Certification. | 3.1 Prepare, the Barangay Certification. | None | 5 minutes | Barangay Secretary |
| | 3.2 Review, sign/approve, the Barangay Certification. | None | 2 minutes | Barangay Captain |
| 4. Receive the Barangay Certification and acknowledge receipt. | 4. Release the completed Barangay Certification to the client. | None | 3 minutes | Barangay Secretary |
| **TOTAL** | | **PhP 130.00** | **15 MINUTES** | |

| NAME OF SERVICE | ISSUANCE OF BARANGAY PROTECION ORDER (BPO) |
|---|---|
| SERVICE INFORMATION | A Barangay Protection Order (BPO) is a protection order issued by the Punong Barangay under Republic Act No. 9262, or the Anti-Violence Against Women and Their Children Act of 2004, to prevent further acts of violence against a woman or her child and to provide appropriate protection and relief. The BPO is issued after an ex parte determination of the application and is effective for fifteen (15) days. |

| OFFICE | OFFICE OF THE BARANGAY CAPTAIN |
|---|---|
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2C – Government to Citizen |
| WHO MAY AVAIL | Victim-survivors of violence against women and their children (VAWC), and other persons authorized by law to apply for a protection order, subject to the applicable provisions of Republic Act No. 9262 and its implementing rules. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid ID or other acceptable proof of identity | Applicant |
| 2. Information regarding the respondent, including last known address | Applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Approach the Barangay VAW Desk Officer / Punong Barangay and request assistance in applying for a BPO. | 1. Receive and assist the applicant in completing the written application and verify the available information. | None | 5 minutes | Barangay VAW Desk Officer / Punong Barangay |
| 2. Submit the signed written application and provide the necessary information regarding the incident and respondent. | 2. Review the application and conduct the required ex parte determination of the basis of the application. | None | 3 minutes | Barangay Captain |
| 3. Wait for the issuance of the BPO. | 3. Issue the Barangay Protection Order on the same day of application upon completion of the ex parte determination, when the legal requirements are met. | None | 3 minutes | Barangay Captain |

| | | | | |
|---|---|---|---|---|
| 4. Attend the scheduled mediation/ conciliation proceeding. | 4. Facilitate the mediation/ conciliation proceedings between the parties in accordance with applicable rules. | None | 3 days | Lupon Tagapamayapa |
| 5. Receive the BPO and acknowledge receipt. | 5. Personally serve a copy of the BPO on the respondent or direct an authorized barangay official to effect personal service, as required by law. | None | 3 days | Barangay Captain |
| **TOTAL** | | **None** | **6 DAYS, 11 MINUTES** | |

| NAME OF SERVICE | ISSUANCE OF BUILDING CLEARANCE |
|---|---|
| SERVICE INFORMATION | Building Clearance is an official document issued by the Barangay indicating that the proposed construction, renovation, alteration, or other building-related activity has been presented to and cleared by the Barangay, subject to applicable laws, regulations, barangay ordinances, and other requirements of the concerned government offices. |

| OFFICE | OFFICE OF THE BARANGAY CAPTAIN |
|---|---|
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2C – Government to Citizen |
| WHO MAY AVAIL | Property owners, building owners, authorized representatives, contractors, and other qualified applicants undertaking construction, renovation, alteration, or other building-related activities within the Barangay. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid ID or other acceptable proof of identity | Applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Approach the Barangay Secretary and tell him/her of the document to be requested. | 1. Verify the identity of the requesting client. | None | 2 minutes | Barangay Secretary |

| | | | | |
|---|---|---|---|---|
| 2. Provide the necessary details regarding the record or information being requested and its intended purpose. | 2. Verify the availability of the requested record and determine whether the information may be released to the requesting party. | None | 2 minutes | Barangay Secretary |
| 3. Proceed to the Barangay Treasurer and pay the prescribed fees. | 3. Assess and collect the prescribed fee and issue an official receipt. | Construction of Building<br>1 Storey- 300.00<br>2 Storey- 400.00<br>DST- 30.00 | 3 minutes | Barangay Treasurer |
| 4. Submit the Official Receipt to the Barangay Secretary and wait for the preparation and approval of the Building Clearance. | 4.1 Prepare, the Building Clearance. | None | 5 minutes | Barangay Secretary |
| | 4.2 Review, sign/ approve, the Building Clearance. | None | 2 minutes | Barangay Captain |
| 5. Receive the Building Clearance and acknowledge receipt. | 5. Release the completed Building Clearance to the client. | None | 3 minutes | Barangay Secretary |
| **TOTAL** | | **PhP 330.00/ 430.00** | **17 MINUTES** | |

| NAME OF SERVICE | ISSUANCE OF CERTIFICATE OF BARANGAY RECORDS |
|---|---|
| SERVICE INFORMATION | Certificate of Barangay Records is an official document issued by the Barangay certifying or providing information based on records maintained and kept by the Barangay, upon the request of an authorized person and for a legitimate or official purpose, subject to applicable laws, rules, regulations, and data privacy requirements. |

| OFFICE | OFFICE OF THE BARANGAY CAPTAIN |
|---|---|
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2C – Government to Citizen |
| WHO MAY AVAIL | Residents of the Barangay and other authorized individuals who require a certification or information based on existing Barangay records for legitimate or official purposes. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid ID or other acceptable proof of identity | Applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Approach the Barangay Secretary and tell him/her of the document to be requested. | 1. Verify the identity of the requesting client. | None | 2 minutes | Barangay Secretary |
| 2. Provide the necessary details regarding the record or | 2. Verify the availability of the requested record and determine | None | 2 minutes | Barangay Secretary |

| | | | | |
|---|---|---|---|---|
| information being requested and its intended purpose. | whether the information may be released to the requesting party. | | | |
| 3. Proceed to the Barangay Treasurer and pay the prescribed fees. | 3. Assess and collect the prescribed fee and issue an official receipt. | PhP 300.00 | 3 minutes | Barangay Treasurer |
| 4. Submit the Official Receipt to the Barangay Secretary and wait for the preparation and approval of the Certificate of Barangay Records. | 4.1 Prepare, the Certificate of Barangay Records. | None | 5 minutes | Barangay Secretary |
| | 4.2 Review, sign/approve, the Certificate of Barangay Records. | None | 2 minutes | Barangay Captain |
| 5. Receive the Certificate of Barangay Records and acknowledge receipt. | 5. Release the completed Certificate of Barangay Records to the client. | None | 3 minutes | Barangay Secretary |
| **TOTAL** | | **PhP 300.00** | **17 MINUTES** | |

| NAME OF SERVICE | ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER |
|---|---|
| SERVICE INFORMATION | Certificate of Good Moral Character is an official document issued by the Barangay certifying, based on available barangay records and appropriate verification, that the applicant is known to have good moral character and/or has no recorded derogatory information in the Barangay, for legitimate or official purposes such as employment, education, training, and other lawful transactions. |

| OFFICE | OFFICE OF THE BARANGAY CAPTAIN |
|---|---|
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2C – Government to Citizen |
| WHO MAY AVAIL | Residents of the Barangay who require a Certificate of Good Moral Character for legitimate or official purposes. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid ID or other acceptable proof of identity | Applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1.Approach the Barangay Secretary and tell him/her of the document to be requested. | 1. Verify the identity of the requesting client. | None | 2 minutes | Barangay Secretary |
| 2. Proceed to the Barangay Treasurer and pay the | 2. Assess and collect the prescribed fee and issue an official receipt. | PhP 100.00 + DST 30.00 | 3 minutes | Barangay Treasurer |

| | | | | |
|---|---|---|---|---|
| prescribed fees. | | | | |
| 3. Submit the Official Receipt to the Barangay Secretary. Wait for the preparation and approval of the Certificate of Good Moral Character. | 3.1 Prepare, the Certificate of Good Moral Character. | None | 5 minutes | Barangay Secretary |
| | 3.2 Review, sign/approve, the Certificate of Good Moral Character. | None | 2 minutes | Barangay Captain |
| 4. Receive the Certificate of Good Moral Character and acknowledge receipt. | 4 Release the completed Certificate of Good Moral Character to the client. | None | 3 minutes | Barangay Secretary |
| **TOTAL** | | **PhP 130.00** | **15 MINUTES** | |

| NAME OF SERVICE | ISSUANCE OF CERTIFICATE OF NO INCOME/NO EMPLOYMENT |
|---|---|
| SERVICE INFORMATION | Certificate of No Income/No Employment is an official document issued by the Barangay certifying, based on available barangay records and/or appropriate verification, that a resident has no reported income and/or is not employed, for legitimate purposes such as employment-related requirements, educational assistance, medical assistance, social welfare assistance, and other lawful or official transactions. |

| OFFICE | OFFICE OF THE BARANGAY CAPTAIN |
|---|---|
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2C – Government to Citizen |
| WHO MAY AVAIL | Residents of the Barangay who are unemployed and/or have no reported income and who require the certification for legitimate or official purposes. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid ID or other acceptable proof of identity | Applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Approach the Barangay Secretary and tell him/her of the document to be requested. | 1. Verify the identity of the requesting client. | None | 2 minutes | Barangay Secretary |

| | | | | |
|---|---|---|---|---|
| 2. Proceed to the Barangay Treasurer and pay the prescribed fees. | 2. Assess and collect the prescribed fee and issue an official receipt. | PhP 100.00 + DST 30.00 | 3 minutes | Barangay Treasurer |
| 3. Submit the Official Receipt to the Barangay Secretary. Wait for the preparation and approval of the Certificate of No Income/No Employment. | 3.1 Prepare, the Certificate No Income/No Employment. | None | 5 minutes | Barangay Secretary |
| | 3.2 Review, sign/approve, the Certificate of No Income/No Employment. | None | 2 minutes | Barangay Captain |
| 4 Receive the Certificate of No Income/No Employment and acknowledge receipt. | 4. Release the completed Certificate of No Income/No Employment to the client. | None | 3 minutes | Barangay Secretary |
| **TOTAL** | | **PhP 130.00** | **15 MINUTES** | |

| NAME OF SERVICE | ISSUANCE OF CERTIFICATE OF OWNERSHIP |
|---|---|
| SERVICE INFORMATION | Certificate of Ownership is an official document issued by the Barangay certifying, based on available barangay records and appropriate verification, that an individual is recognized as the owner or claimant of a particular property or item within the Barangay, for legitimate or official purposes. |

| OFFICE | OFFICE OF THE BARANGAY CAPTAIN |
|---|---|
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2C – Government to Citizen |
| WHO MAY AVAIL | Residents of the Barangay who require a Certificate of Ownership for legitimate or official purposes and who can provide sufficient information or supporting documents establishing ownership or lawful claim. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid ID or other acceptable proof of identity | Applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Approach the Barangay Secretary and tell him/her of the document to be requested. | 1. Verify the identity of the requesting client. | None | 2 minutes | Barangay Secretary |

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|---|---|---|---|---|
| 2. Provide the necessary information and supporting documents for verification of ownership. | 2. Verify the ownership information against available Barangay records and submitted supporting documents. | None | 2 minutes | Barangay Secretary |
| 3. Proceed to the Barangay Treasurer and pay the prescribed fees. | 3. Assess and collect the prescribed fee and issue an official receipt. | PhP 100.00 + DST 30.00 | 3 minutes | Barangay Treasurer |
| 4. Submit the Official Receipt to the Barangay Secretary and wait for the preparation and approval of the Certificate of Ownership. | 4. Prepare the Certificate of Ownership and facilitate its review and signature by the authorized signatory | None | 3 minutes | Barangay Captain |
| 5. Receive the Certificate of Ownership and acknowledge receipt. | 5. Release the duly signed Certificate of Ownership to the client. | None | 3 minutes | Barangay Secretary |
| **TOTAL** | | **PhP 130.00** | **13 MINUTES** | |

| NAME OF SERVICE | ISSUANCE OF COMMUNITY TAX CERTIFICATE (CEDULA) |
|---|---|
| SERVICE INFORMATION | The Community Tax Certificate (CTC), commonly known as Cedula, is an official document issued upon payment of the community tax imposed under applicable laws. It contains information about the taxpayer and serves as evidence of payment of the community tax for the applicable year. |

| OFFICE | OFFICE OF THE BARANGAY CAPTAIN |
|---|---|
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2B – Government to Business<br>G2C – Government to Citizen<br>G2G – Government to Government |
| WHO MAY AVAIL | Individuals who are liable for community tax and other persons who wish to secure a Community Tax Certificate in accordance with applicable laws and regulations. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid ID or other acceptable proof of identity | Applicant |
| 2. Information on gross receipts, earnings, or income from business/profession/occupation and real property, as applicable, for computation of additional community tax | Applicant |
| 3. Previous Community Tax Certificate, if available, for reference only | Applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Approach the Barangay Treasurer | 1. Verify the identity of the | None | 2 minutes | Barangay Treasurer |

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| and tell him/her of the document to be requested. | requesting client. | | | |
| 2. Provide information necessary for the computation of the community tax, including income, business/ professional earnings, and real property information, as applicable. | 2. Determine and compute the basic and additional community tax due, including applicable interest, if any. | None | 3 minutes | Barangay Treasurer |
| 3. Pay the assessed community tax. | 3. Receive payment and accomplish the Community Tax Certificate based on the information provided by the taxpayer. | **Community Tax Certificate-Individual**<br><br>Basic Community Tax – **PhP 5.00**<br><br>Additional Community Tax – Not To Exceed **PhP 5,000.00** | 5 minutes | Barangay Treasurer |

| | | | | |
|---|---|---|---|---|
| | | -Gross Receipt Or Earnings From Business During The Preceding Year PhP 1.00 For Every PhP 1,000.00<br><br>Salaries Or Gross Receipt Or Earnings Derived From Exercise Of<br><br>Profession – PhP 1.00 For Every PhP 1,000.00<br><br>Income From Real Property – PhP 1.00 For Every PhP 1,000.00<br><br>**Community Tax Certificate-Corporation**<br><br>Basic Community Tax – PhP 500.00<br><br>Additional Community Tax – Not To | | |

| | | | | |
|---|---|---|---|---|
| | | Exceed PhP 10,000.00<br><br>Assessed Value Of Real Property Owned In The Philippines.<br><br>PHp2.00 For Every PhP 5,000.00<br><br>Gross Receipts Including Dividend Earnings Derived From Business In The Philippines During The Preceding Year PhP2.00 For Every PhP 5, 000.00 | | |
| 4. Review the information appearing on the CTC and affix signature/ thumbmark, as applicable. | 4. Verify the entries and complete/ authenticate the Community Tax Certificate. | None | 3 minutes | Barangay Treasurer |
| 5. Receive the Community Tax Certificate. | 5. Release the duly accomplished | None | 3 minutes | Barangay Treasurer |

| | | | | |
|---|---|---|---|---|
| | Community Tax Certificate to the taxpayer. | | | |
| **TOTAL** | | **Community Tax Certificate- Individual**<br><br>Basic Community Tax – **PhP 5.00**<br><br>Additional Community Tax – Not To Exceed **PhP 5,000.00**<br><br>-Gross Receipt Or Earnings From Business During The Preceding Year<br>PhP 1.00 For Every<br>PhP 1,000.00<br><br>Salaries Or Gross Receipt Or Earnings Derived From Exercise Of<br><br>Profession – PhP 1.00 For | **16 MINUTES** | |

| | | | |
|---|---|---|---|
| | Every PhP 1,000.00<br><br>Income From Real Property – PhP 1.00 For Every PhP 1,000.00<br><br>**Community Tax Certificate-Corporation**<br><br>Basic Community Tax – PhP 500.00<br><br>Additional Community Tax – Not To Exceed PhP 10,000.00<br><br>Assessed Value Of Real Property Owned In The Philippines.<br><br>PHp2.00 For Every PhP 5,000.00<br><br>Gross Receipts Including Dividend Earnings Derived From Business In | | |

| | | | |
|---|---|---|---|
| | The Philippines During The Preceding Year PhP2.00 For Every PhP 5, 000.00 | | |

| NAME OF SERVICE | ISSUANCE OF RECOMMENDATION LETTER TO JOB SEEKERS |
|---|---|
| SERVICE INFORMATION | This service facilitates the issuance of a Recommendation Letter by the Barangay to qualified residents who are seeking employment. The letter may certify the applicant's residency and/or provide a character reference based on available Barangay records and the Barangay's knowledge of the applicant, for employment and other legitimate purposes. |

| OFFICE | OFFICE OF THE BARANGAY CAPTAIN |
|---|---|
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2C – Government to Citizen |
| WHO MAY AVAIL | Residents of the Barangay who are seeking employment and require a Recommendation Letter for legitimate employment or related purposes. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid ID or other acceptable proof of identity | Applicant |
| 2. Name and address of the prospective employer or office, when applicable | Applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Approach the Barangay Secretary and tell him/her of the document to be requested. | 1. Verify the identity of the requesting client. | None | 2 minutes | Barangay Secretary |

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| 2. Provide the necessary employment-related information, including the purpose of the request and prospective employer, when applicable. | 2. Verify the applicant's residency and available Barangay records and obtain the necessary information for the preparation of the Recommendation Letter. | None | 2 minutes | Barangay Secretary |
| 3. Proceed to the Barangay Treasurer and pay the prescribed fees. | 3. Assess and collect the prescribed fee and issue an official receipt. | PhP 100.00 + DST 30.00 | 3 minutes | Barangay Treasurer |
| 4. Submit the Official Receipt to the Barangay Secretary and wait for the preparation and approval of the Recommendation Letter. | 4.1 Prepare, the Recommendation Letter. | None | 5 minutes | Barangay Secretary |
| | 4.2 Review, sign/approve, the Recommendation Letter. | None | 2 minutes | Barangay Captain |
| 5 Receive the Recommendation Letter and acknowledge receipt. | 5. Release the completed Recommendation Letter to the client. | None | 3 minutes | Barangay Secretary |
| **TOTAL** | | **PhP 130.00** | **17 MINUTES** | |

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|---|---|
| **NAME OF SERVICE** | **REQUEST FOR USE OF BARANGAY FURNITURES AND FIXTURES, FACILITIES AND EQUIPMENT** |
| **SERVICE INFORMATION** | This service facilitates requests from qualified individuals, organizations, and other entities for the temporary use of barangay-owned furniture, fixtures, facilities, and equipment for legitimate activities, programs, meetings, events, and other authorized purposes, subject to availability, applicable rules, and approval of the authorized barangay official. |

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|---|---|
| **OFFICE** | **OFFICE OF THE BARANGAY CAPTAIN** |
| **CLASSIFICATION** | Simple |
| **TYPE OF TRANSACTION** | G2C – Government to Citizen<br>G2B – Government to Business<br>G2G – Government to Government |
| **WHO MAY AVAIL** | Residents, community organizations, government offices, institutions, and other qualified individuals or groups requesting the use of available barangay-owned furniture, fixtures, facilities, and equipment for legitimate and authorized purposes. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid ID or other acceptable proof of identity | Applicant |
| 2. Letter/request stating the purpose, date, duration, and specific furniture, facility, or equipment requested | Applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Approach the Barangay Secretary and | 1. Verify the identity of the | None | 2 minutes | Barangay Secretary |

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| tell him/her of the document to be requested. | requesting client. | | | |
| 2. Wait for the approval of the request. | 2. Review and approve/ disapprove the request based on availability, intended use, applicable barangay policies, and other relevant considerations. | None | 3 minutes | Barangay Captain |
| 3. Proceed to the Barangay Treasurer and pay the prescribed fees. | 3. Assess and collect the prescribed fee and issue an official receipt. | Chairs 5.00/pc<br><br>Tables 50.00/pc<br><br>Covered Court 500.00/use | 3 minutes | Barangay Treasurer |
| 4. Sign the acknowledgment/ undertaking and receive the approved request or authorization. | 4. Release the requested furniture, fixture, facility, or equipment, or provide the applicant with the necessary | None | 3 minutes | Barangay Secretary |

| | | | | |
|---|---|---|---|---|
| | authorization for its use, subject to the approved terms and conditions. | | | |
| **TOTAL** | | **Depend to FFE Rented** | **11 MINUTES** | |

| NAME OF SERVICE | ISSUANCE OF BARANGAY CLEARANCE |
|---|---|
| SERVICE INFORMATION | Barangay Clearance is a document issued by the Barangay to residents who need official certification from the Barangay for employment, business, securing documents, and other legal or official purposes. |

| OFFICE | OFFICE OF THE BARANGAY CAPTAIN |
|---|---|
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2B – Government to Business<br>G2C – Government to Citizen<br>G2G – Government to Government |
| WHO MAY AVAIL | All Residents, Business Establishments and Institutions within the barangay |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid ID or other acceptable proof of identity | Applicant |
| 2. Community Tax Certificate (Cedula) | Barangay / Municipal Treasurer's Office |
| 3. Purok Clearance | Purok Secretary/Purok Treasurer |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Approach the Barangay Secretary and tell him/her of the document to be requested. | 1. Verify the identity of the requesting client. | None | 2 minutes | Barangay Secretary |
| 2. Proceed to the Barangay Treasurer and pay the prescribed fees. | 2. Assess and collect the prescribed fee and issue an official receipt. | Php 100.00 + DST 30.00 | 3 minutes | Barangay Treasurer |

| | | | | |
|---|---|---|---|---|
| 3. Submit the Official Receipt to the Barangay Secretary. Wait for the preparation and approval of the Certificate of Residency. | 3.1 Prepare, review, sign/approve, and release the Barangay Clearance. | None | 5 minutes | Barangay Secretary |
| | 3.2 Prepare, review, sign/approve, and release the Barangay Clearance. | None | 2 minutes | Barangay Captain |
| 4. Receive the Barangay Clearance and acknowledge receipt. | 4. Release the completed Barangay Clearance to the client. | None | 3 minutes | Barangay Secretary |
| **TOTAL** | | **PhP 130.00** | **15 MINUTES** | |

# FEEDBACKS AND COMPLAINTS

# MECHANISM

| FEEDBACK AND COMPLAINTS MECHANISM | |
|---|---|
| HOW TO SEND A FEEDBACK? | Fill-up the Client Feedback Form and submit it to Jestoni C. Monares, Barangay Secretary of Tagum Sur, Trinidad, Bohol<br><br>Contact Information:<br><br>☎ 0906-190-1660<br>💻 FB Account: Tagum Sur, Trinidad, Bohol<br>FB Page: Barangay Tagum Sur, Trinidad, Bohol |
| HOW FEEDBACK IS PROCESSED? | The Barangay Secretary conducts a daily evaluation of all feedback submitted by clients. This ensures that concerns, suggestions, and commendations are properly recorded, reviewed, and acted upon in a timely manner.<br><br>Feedback requiring answers are forwarded to the concerned offices and they are required to answer within three (3) days of the receipt of the feedback.<br><br>The answer of the office concerned is then relayed to the citizen.<br><br>For inquiries and follow-ups, clients may contact the following:<br><br>☎ 0906-190-1660<br>💻 FB Account: Tagum Sur, Trinidad, Bohol<br>FB Page: Barangay Tagum Sur, Trinidad, Bohol |
| HOW TO FILE A COMPLAINT? | Answer the Client Complaint Form and submit it to Jestoni C. Monares, Barangay Secretary of Tagum Sur, Trinidad, Bohol<br><br>Complaints can also be filed via email and telephone. Make sure to provide the following information: |

| | | |
|---|---|---|
| | - Name of the person being complained<br>- Incident<br>- Evidence<br><br>For inquiries and follow-ups, clients may contact the following:<br><br>☎ 0906-190-1660<br>💻 FB Account: Tagum Sur, Trinidad, Bohol<br>FB Page: Barangay Tagum Sur, Trinidad, Bohol | |
| HOW COMPLAINTS ARE PROCESSED? | The Barangay Secretary conducts a daily evaluation of all feedback submitted by clients.<br><br>Upon evaluation, the Barangay Secretary shall start the investigation and forward the complaint to concerned office for their explanation.<br><br>The Barangay Secretary will make a report after the investigation and shall submit it to the Barangay Captain for appropriate action.<br><br>The Barangay Secretary Person will give the feedback to the client.<br><br>For inquiries and follow-ups, clients may contact the following:<br><br>☎ 0906-190-1660<br>💻 FB Account: Tagum Sur, Trinidad, Bohol<br>FB Page: Barangay Tagum Sur, Trinidad, Bohol | |
| CONTACT INFORMATION | ARTA | - complaints@arta.gov.ph<br>- 8478-5093 |
| | PCC | 8888 |
| | CCB | 0908-881-6565 (SMS) |

## LIST OF OFFICES

| OFFICE | ADDRESS | CONTACT INFORMATION |
|---|---|---|
| 1. Office of the Barangay Captain | Tagum Sur, Trinidad, Bohol | |
| 2. Office of the Barangay Treasurer | Tagum Sur, Trinidad, Bohol | |
| 3. Office of the Secretary | Tagum Sur, Trinidad, Bohol | |

# CITIZEN'S CHARTER

## 2026 FIRST EDITION