BARANGAY TALBAK

CITIZENS CHARTER

2026 – 1st Edition

I. Mandate:

In order to establish a more responsive and citizen-friendly governance, the Barangay Talbak in compliance with the Civil Service Commission and Department of Interior and Local Government's call in formulating a Citizen's Charter that will serve as guidelines of frontline services in our Barangay. Our Citizen's Charter will serve as a tool to educate of our services and to make our governance easier for both client and service provider.

II. Vision:

Barangay Talbak in Doña Remedios Trinidad Bulacan, is a peaceful, progressive, and disaster-resilient community with accessible quality education, healthcare, and livelihood opportunities. We are clean, green barangay where families thrive, and every resident actively contributes to building a just harmonious society rooted in Filipino values".

III. Mission:

To realize our vision, we commit to:
(1) Ensure peace and order through active community policing and conflict resolution programs;
(2) Deliver accessible quality healthcare, education and social services to all residents;
(3) Promote sustainable livelihood opportunities and economic growth
(4) Implement environmental protection and disaster risk reduction measures to build resilience;
(5) foster inclusive participation and transparent governance, working hand-in-hand with families, organizations, and government agencies to upload Filipino values and build a thriving community"

IV. Service Pledge:

We commit to effectively and efficiently fulfil our duties of delivering quality and sustainable services as mandated in our powers and responsibilities and as stated in this Citizen's Charter. We commit ourselves to be exemplars of good governance and of good citizenry by providing examples of transparency accountability and pro-people measures. We surrender ourselves to the will of the people of which we are serving towards a just, humane and innovative barangay.

On Vicinity

- The barangay shall promote a smoke-free barangay hall for the safety and health of its employees and visitors.
- The barangay shall provide a clean and sanitary comfort room for all the employees and visitors
- A waiting area should be provided for the visitor's convenience
- The barangay shall promote an environmentally friendly atmosphere within and outside its vicinity

On Customer Service

- The barangay shall train and empower employees to be courteous and to be customer oriented at all times.
- The barangay shall provide priority comfortable waiting areas for the women, the elderly. children and the differently-abled people.
- The barangay shall provide assistance to the pregnant, elderly and the differently abled people at all times.
- Attend to all applicants or requesting parties who are within the premises of the barangay prior to the end of official working hours and during lunch break.
- All employees should prioritize the needs of all the visitors at all times

On Inquiries regarding Barangay Services

- All employees shall respond for not more than 2 minutes to all the inquiries and concerns of all its visitors.

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EXTERNAL SERVICES

1). PAG ISYU NG CERTIFIED TRUE COPIES NG BARANGAY RESOLUTIONS AT ORDINANSA.

Ang Tanggapan ng Kalihim ng Barangay ang nagsisilbing tagapag-ingat ng mga opisyal na rekord at dokumento na may kinalaman sa pagtupad ng mga tungkulin ng Sanggunian, tulad ng mga ipinasang ordinansa, inaprubahang resolusyon, at tala ng mga pulong o sesyon.

Tanggapan o Dibisyon:	Tanggapan ng Kalihim ng Barangay
Klasipikasyon:	Simple
Uri ng Transaksyon:	G2C - Government to Citizen
Sino ang pwedeng mag-avail:	Lahat ng residente

TALAAN NG MGA KAILANGANG DOKUMENTO	**SAAN MAKUKUHA**
1. SB Request Form *(1 Original na kopya)*	Tanggapan ng Kalihim ng Barangay

MGA HAKBANG NG KLIYENTE	**MGA GAWAIN NG AHENSYA**	**MGA BAYARING DAPAT BAYARAN**	**ORAS NG PAGPO-PROSESO**	**TAONG RESPONSABLE**
1. Humingi at sagutan ang SB Request Form	1.1 Suriin at-review ang SB Request form. 1.2 Aprubahan at iproseso ang dokumento.	Wala Wala	5 minuto 15 minuto	*Barangay Secretary / Barangay Clerk* **Pamahalaang Barangay**
2. Kunin ang hiniling na dokumento.	2.1 Ilabas ang dokumento.	Wala	5 minutes	*Barangay Secretary / Barangay Clerk* **Pamahalaang Barangay**
	KABUUAN	**Wala**	**20 MINUTO**	

2). PAG-ISYU NG CEDULA O COMMUNITY TAX CERTIFICATE.

Ang Community Tax Certificate ay ibinibigay sa bawat tao o korporasyon kapalit ng pagbabayad ng buwis panlungsod (Community Tax). Ang buwis na ito ay binabayaran sa lugar ng paninirahan ng isang indibidwal o sa lugar kung saan matatagpuan ang pangunahing opisina ng isang legal na entidad. (Art. 246 (e) Sek. 160, LGC).

Tanggapan o Dibisyon:	Tanggapan ng Ingat-Yaman ng Barangay
Klasipikasyon:	Simple
Uri ng Transaksyon:	G2C – Government to Citizen

Sino ang pwedeng mag-avail:	Lahat ng residente, may-ari ng negosyo, at nagbabayad ng buwis

TALAAN NG MGA KAILANGANG DOKUMENTO	**SAAN MAKUKUHA**
1. Community Tax Information Slip (CTIS) *(1 Orihinal na kopya)*	Tanggapan ng Ingat Yaman ng Barangay

MGA HAKBANG NG KLIYENTE	**MGA GAWAIN NG AHENSYA**	**MGA BAYARING DAPAT BAYARAN**	**ORAS NG PAGPO-PROSESO**	**TAONG RESPONSABLE**
1. Sagutan at ipasa ang CTIS	1.1 Tanggapin ang kumpletong detalye ng CTIS. 1.2 I-encode at kwentahin ang buwis batay sa sahod.	Wala Wala	3 minuto 2 minuto	*Barangay Treasurer* **Pamahalaang Barangay**
2. Bayaran ang buwis at kunin ang CTC.	2.1 Tanggapin ang bayad at ibigay ang CTC.	Depende sa kita ng nagbabayad	2 minuto	
	KABUUAN	**Depende sa kita.**	**5 minuto**	

3. PAG-ISYU NG BARANGAY CLEARANCE, BARANGAY INDIGENCY AT BARANGAY CERTIFICATION

Ang Tanggapan ng Punong Barangay ay responsable rin sa pagtulong sa mga mamamayan upang makakuha ng tulong medikal at/o pinansyal o sertipikasyon mula sa iba't ibang ahensya ng pamahalaan at pribadong sektor. Ang Barangay Clearance, Sertipiko ng Indigency, o iba pang sertipikasyon ay nagsisilbing patunay na ang humihiling ay kwalipikado sa naturang tulong o rekomendasyon.

Tanggapan o Dibisyon:	Tanggapan ng Kalihim ng Barangay
Klasipikasyon:	Simple
Uri ng Transaksyon:	G2C - Government to Citizen
Sino ang pwedeng mag-avail:	Lahat ng residente

TALAAN NG MGA KAILANGANG DOKUMENTO	**SAAN MAKUKUHA**
1. Valid ID *(1 original na kopya)* 2. Cedula o Community Tax Certificate (CTC) *(1 original na kopya)*	Kliyente Barangay Hall

MGA HAKBANG NG KLIYENTE	MGA GAWAIN NG AHENSYA	MGA BAYARING DAPAT BAYARAN	ORAS NG PAGPO-PROSESO	TAONG RESPONSABLE
1. Isumite ang mga requirements sa Kalihim o Clerk ng Barangay.	1.1 Tanggapin at suriin ang kumpletong requirements. 1.2 Ihanda ang dokumento.	Wala Wala	3 minuto 5 minuto	*Barangay Secretary / Barangay Clerk* **Pamahalaang Barangay**
2. Tanggapin ang hiniling na dokumento.	2.1 I-review at ibigay sa aplikante.	P 80.00	5 minuto	
	TOTAL	**P 80.00**	**13 MINUTO**	

4). PAG-ISKEDYUL NG PAGGAMIT NG BARANGAY COVERED COURT, AMBULANSYA, SERVICE VEHICLE AT IBA PANG MGA PASILIDAD NG BARANGAY.

Alinsunod sa layunin ng barangay na maglingkod sa publiko, isinusulong ng pamahalaang barangay ang isang patakaran kung saan maaaring gamitin ng publiko ang mga pasilidad ng barangay.

Tanggapan o Dibisyon:	Tanggapan ng Kalihim ng Barangay
Klasipikasyon:	Simple
Uri ng Transaksyon:	G2C - Government to Citizen
Sino ang pwedeng mag-avail:	Lahat ng residente

TALAAN NG MGA KAILANGANG DOKUMENTO	SAAN MAKUKUHA
Wala	Wala

MGA HAKBANG NG KLIYENTE	MGA GAWAIN NG AHENSYA	MGA BAYARING DAPAT BAYARAN	ORAS NG PAGPO-PROSESO	TAONG RESPONSABLE
1. Sulatan ng detalye ang logbook	1.1 Kunin ang mga impormasyong kinakailangan.	Wala	2 minuto	*Barangay Secretary / Barangay Clerk* **Pamahalaang Barangay**

2. Tanggapin ang naka-skedyul na petsa at oras sa hiniling na pasilidad o sasakyan.	2.1 Beripikahin ang iskedyul. 2.2 I-aprub ang nasabing skedyul.	Wala Wala	2 minuto 2 minuto	
	KABUUAN	**WALA**	**6 MINUTO**	

5). REQUEST NG BARANGAY DOCUMENTS PARA RESEARCH AT IBA PANG LAYUNIN

Maaaring ilabas ang mga dokumento para sa layunin ng pananaliksik at iba pang gamit na maaaring magsilbing batayan o sanggunian sa kanilang pangangailangan.

Tanggapan o Dibisyon:	Tanggapan ng Kalihim ng Barangay
Klasipikasyon:	Simple
Uri ng Transaksyon:	G2C - Government to Citizen
Sino ang pwedeng mag-avail:	Lahat ng residente at mga mananaliksik

TALAAN NG MGA KAILANGANG DOKUMENTO	**SAAN MAKUKUHA**
1. Sulat-Kahilingan sa Punong Barangay *(1 orihinal na kopya)* 2. Request Slip *(1 orihinal na kopya)*	Kliyente Barangay Secretary / Clerk

MGA HAKBANG NG KLIYENTE	**MGA GAWAIN NG AHENSYA**	**MGA BAYARING DAPAT BAYARAN**	**ORAS NG PAGPO-PROSESO**	**TAONG RESPONSABLE**
1. I-submit ang sulat-kahilingan.	1.1 Suriin ang sulat-kahilingan at ihanda ang Request Slip.	Wala	2 minuto	*Barangay Secretary / Barangay Clerk* **Pamahalaang Barangay**
2. Sagutan ang request slip at isumite ito sa kaukulang tauhan.	2.1 Beripikahin at. Aprubahan ang request slip. 2.2 Suriin ang **pagkakaroon** ng hinihiling na dokumento	Wala Wala	2 minuto 5 minuto	

	batay sa nilalaman ng sulat-kahilingan.			
3. Tanggapin ang hinihiling na dokumento at pumirma sa logbook.	3.1 Ihanda at ibigay ang hinihiling na dokumento at itala ito sa logbook.	Wala	10 minuto	
	KABUUAN	**NONE**	**17 MINUTO**	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Accomplish the feedback and complaint form and drop it at the designated comments and suggestion box located at the Public Assistance and Complaint Desk near the entrance of the barangay hall. Contact Information: **0965-890-2576** Mail us at **barangaytalbak3@gmail.com**
How feedbacks are processed?	Every Friday the PACD Officer opens the comments and suggestion box and compiles and records all feedback submitted. Feedback requiring immediate attention was then forwarded at the Office of the Punong Barangay for appropriate answer or action. The answer or action taken by the office is then relayed to the citizen
How to file a complaint?	Answer the complaint form and drop it at the designated drop box in front of the PACD. Make sure to provide the following information: -Name of person being complained -Incident -Evidence For inquires and follow-up client may Contact Information: **0965-890-2576** Mail us at **barangaytalbak3@gmail.com**
How complaints are processed?	The Complaints Officer open the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaint Officer shall start the investigation and forward the complaint to the relevant office for their explanation. After the investigation the report will submit to the Head of Agency for appropriate action. The Complaint Officer will give the feedback to the client. For inquires and follow-up client may Contact Information: **0965-890-2576** Mail us at **barangaytalbak3@gmail.com**
Contact information of ARTA, CSC, Contact Center ng Bayan and PCC?	ARTA: **complaints@arta.gov.ph** 1-ARTA-2728 CSC: 8931-7913 PCC: 8888 CCB: 0908 8816565

List of Offices

OFFICE	ADDRESS	CONTACT NUMBER
Office of the Punong Barangay	**Proper Talbak DRT Bulacan**	**0967-947-8197**
Office of the Barangay Secretary	**Proper Talbak DRT Bulacan**	**0965-890-2576**
Office of the Barangay Treasurer	**Proper Talbak DRT Bulacan**	**0917-137-8731**
Office of the Sangguniang Kabataan	**Proper Talbak DRT Bulacan**	**0956-401-2435**

Effectivity

The Citizen's Charter, 2026 (1st Edition) shall take effect this 2nd day of February, 2026. Any existing order found inconsistent thereto shall be deemed repealed or modified.

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Commitment

I hereby commit to adopt and implement the Citizen's Charter, 2026 (1st Edition). It is understood that this Citizen's Charter shall be the basis in the delivery of basic services to our constituents.

CIRILO A. ATLAS JR.
Punong Barangay