



Republic of the Philippines
CITY OF OLONGAPO
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**BARANGAY AFFAIRS OFFICE**

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**BARANGAY AFFAIRS OFFICE**  
**OLONGAPO CITY**

**CITIZEN'S CHARTER**  
**2023 (3rd Edition)**

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**Republic of the Philippines**  
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BARANGAY AFFAIRS OFFICE

I. Mandate

The Barangay Affairs Office acts as the conduit of the Office of the City Mayor in attaining the goals and acts in achieving the mission, vision and thrusts of the City Mayor towards the growth and development of the barangays as well as in strengthening the constituents of Olongapo City.

II. Vision

Empowered barangays thru the assistance and services rendered by the City Government in all aspects.

III. Mission

Coordinate various community programs, project and activities of the LGU to all barangays of Olongapo City and serve as a gateway in providing basic services that responds to the needs of every barangay in Olongapo City.

IV. Service Pledge

We commit to:

1. Strengthen the partnership between and among the officials of the City Government and the 17 Barangays of Olongapo City;
2. Enable barangay to be actively involved in the affairs of the City through continuous, active coordination and assistance;
3. Engage in development communication to encourage barangay participation and community involvement in the projects of the City; and,
4. Nurture the culture of good governance by having committed, dedicated and skillful staffs.



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**BARANGAY AFFAIRS OFFICE**  
**EXTERNAL SERVICES**

**TRANSPARENCY AND GOOD GOVERNANCE**

Office Add: 309-3rd Floor, Left wing Olongapo City Hall, Olongapo City  
Email : [barangayaffairsolongapo@gmail.com](mailto:barangayaffairsolongapo@gmail.com) Tel. No.: 661-4834



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1. REQUESTING OF FLOWERS

The Barangay Affairs Office gives funeral wreaths to the bereaved families as a sympathy of our City Mayor and the People of Olongapo.

| | | | | |
|---|---|---------------------------|------------------------|---|
| Office/Division: | | Barangay Affairs Office | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C-Government to Citizen | | |
| Who may avail: | | All | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request Form (original) | | Requestor | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill up the form for flowers | 1. Assist the client to fill up the form | none | 2 minutes | Barangay coordinators of corresponding barangays/Job order
Barangay Affairs Office |
| 2. Submit the form to the corresponding staff | 2. Review the form | None | 1 minute | Admin Aide II
Barangay Affairs Office |
| | 2.1 relay to the flower shop for delivery of flower | none | 2 minutes | Admin Aide II
Barangay Affairs Office |
| TOTAL | | NONE | 5 minutes | |

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## 2, REQUESTING OF CANOPIES AND CHAIRS

The Barangay Affairs Office provides form for the request of canopies and chairs to be used for the wake.

|                                                             |                                                                                    |                           |                        |                                                                                       |
|-------------------------------------------------------------|------------------------------------------------------------------------------------|---------------------------|------------------------|---------------------------------------------------------------------------------------|
| Office/Division:                                            |                                                                                    | Barangay Affairs Office   |                        |                                                                                       |
| Classification:                                             |                                                                                    | Complex                   |                        |                                                                                       |
| Type of Transaction:                                        |                                                                                    | G2C-Government to Citizen |                        |                                                                                       |
| Who may avail:                                              |                                                                                    | All                       |                        |                                                                                       |
| <b>CHECKLIST OF REQUIREMENTS</b>                            |                                                                                    | <b>WHERE TO SECURE</b>    |                        |                                                                                       |
| Letter of Request (original)                                |                                                                                    | Requestor                 |                        |                                                                                       |
| <b>CLIENT STEPS</b>                                         | <b>AGENCY ACTION</b>                                                               | <b>FEES TO BE PAID</b>    | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                                                             |
| 1. Submit the letter of request to information desk officer | 1. Receive the letter of request                                                   | none                      | 2 minutes              | Admin Aide I<br>Barangay Affairs Office                                               |
|                                                             | 2. Give the letter to the coordinator who assigned on that corresponding barangays | None                      | 1 minute               | Admin Aide I<br>Barangay Affairs Office                                               |
|                                                             | 2.1 Fill up the request form for canopies and chairs with action slip              | None                      | 3 minutes              | Barangay coordinators of corresponding barangays/Job order<br>Barangay Affairs Office |
|                                                             | 2.2 Submit the request form to the Head of Office for signature                    | None                      | 2 minutes              | Barangay Affairs Officer                                                              |
|                                                             | 2.3 Submit request                                                                 |                           |                        | Barangay                                                                              |

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| | | | | |
|--|---------------------------------|-------------|-------------------|--|
| | to Parks and Plaza for Approval | none | 5 minutes | coordinators of corresponding barangays/Job order
Barangay Affairs Office |
| | TOTAL | NONE | 13 minutes | |

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3, REQUEST OF SMALL MEDALS AND MEDAYLA NG KAHUSAYAN FOR GRADUATION

Sponsorship of medals to all public to achiever students/specialized (small medals and Medalya ng Kahusayan and Medalya ng Kahusayan to private schools

| | | | | |
|---|--|------------------------|------------------------|---|
| Office/Division: | Barangay Affairs Office | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who may avail: | Public and Private Schools | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request Form (original) | | Requestor | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the letter of request to information desk officer | 1. Received the letter of request | none | 2 minutes | Admin Aide I
Barangay Affairs Office |
| | 2. Give the letter to the Head of Office for | None | 1 minute | Head of Office
Barangay Affairs Office |

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|  |                                                                                                      |             |                  |                                                                                                                      |
|--|------------------------------------------------------------------------------------------------------|-------------|------------------|----------------------------------------------------------------------------------------------------------------------|
|  | review and approval<br><br>2.1 medal will give to coordinators and deliver to the respective schools | <b>none</b> | <b>3 minutes</b> | Barangay Affairs Office<br><br>Barangay coordinators of corresponding barangays/Job order<br>Barangay Affairs Office |
|  | <b>TOTAL</b>                                                                                         | <b>NONE</b> | <b>6 minutes</b> |                                                                                                                      |

#### 4, HOSPITAL BILL ASSISTANCE

The Barangay Affairs Office assists client for the discount of hospital bill and laboratory request

|                                                          |                                            |                        |                        |                                         |
|----------------------------------------------------------|--------------------------------------------|------------------------|------------------------|-----------------------------------------|
| Office/Division:                                         | Barangay Affairs Office                    |                        |                        |                                         |
| Classification:                                          | Complex                                    |                        |                        |                                         |
| Type of Transaction:                                     | G2C-Government to Citizen                  |                        |                        |                                         |
| Who may avail:                                           | All                                        |                        |                        |                                         |
| <b>CHECKLIST OF REQUIREMENTS</b>                         |                                            | <b>WHERE TO SECURE</b> |                        |                                         |
| Request Form (original)                                  |                                            | Requestor              |                        |                                         |
| <b>CLIENT STEPS</b>                                      | <b>AGENCY ACTION</b>                       | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>               |
| 1. Give all the requirements to information desk officer | 1. Review the requirements if its complete | <b>none</b>            | <b>2 minutes</b>       | Admin Aide I<br>Barangay Affairs Office |
|                                                          | 2. Attach action slip on the               | <b>none</b>            | <b>1 minute</b>        | Admin Aide I<br>Barangay Affairs        |

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	requirements and give it to corresponding coordinators for assistance			Office
2, Fill up the action form	3. Assist the client to office of the congressman/CSWDO/PCSO/hospital administrators office for possible assistance	none	10 minutes	Barangay coordinators of corresponding barangays/Job order Barangay Affairs Office
3.1 Get the billing statement with guarantee letter and go to the social services	4. Assist client to social services	none	3 minutes	Barangay coordinators of corresponding barangays/Job order Barangay Affairs Office
3.2 Get the billing statement with the final billing and go to the cashier	Assist client to the cashier	none	2 minutes	Barangay coordinators of corresponding barangays/Job order Barangay Affairs Office

5. BURIAL ASSISTANCE

The Barangay Affairs Office assist client for discounts of Burial/Funeral service

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|----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|---------------------------|------------------------|---------------------------------------------------------------------------------------|
| Office/Division:                                         |                                                                                                                      | Barangay Affairs Office   |                        |                                                                                       |
| Classification:                                          |                                                                                                                      | Complex                   |                        |                                                                                       |
| Type of Transaction:                                     |                                                                                                                      | G2C-Government to Citizen |                        |                                                                                       |
| Who may avail:                                           |                                                                                                                      | All                       |                        |                                                                                       |
| <b>CHECKLIST OF REQUIREMENTS</b>                         |                                                                                                                      | <b>WHERE TO SECURE</b>    |                        |                                                                                       |
| Request Form (original)                                  |                                                                                                                      | Requestor                 |                        |                                                                                       |
| <b>CLIENT STEPS</b>                                      | <b>AGENCY ACTION</b>                                                                                                 | <b>FEES TO BE PAID</b>    | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                                                             |
| 1. Give all the requirements to information desk officer | 1. Review the requirements if its complete                                                                           | <b>none</b>               | <b>2 minutes</b>       | Admin Aide I<br>Barangay Affairs Office                                               |
|                                                          | Attach action slip on the requirements and give it to corresponding coordinators for assistance                      | <b>none</b>               | <b>1 minute</b>        | Admin Aide I<br>Barangay Affairs Office                                               |
| 2. Fill up the action form                               | Assist the client to the office of the congressman/CSWDO/PCSO/hospital administrators office for possible assistance | <b>none</b>               | <b>3 minutes</b>       | Barangay coordinators of corresponding barangays/Job order<br>Barangay Affairs Office |

## 6. FREE CASKET ASSISTANCE

The Barangay Affairs Office assess the requestor for free casket of the City.

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|--|--|---------------------------|------------------------|---|
| Office/Division: | | Barangay Affairs Office | | |
| Classification: | | Complex | | |
| Type of Transaction: | | G2C-Government to Citizen | | |
| Who may avail: | | All | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request Form (original) | | Requestor | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Give all the information to the coordinator for free casket | 1. Interview the requestor | none | 5 minutes | Barangay coordinators of corresponding barangays/Job order
Barangay Affairs Office |
| 2. Fill up the necessary forms | Assist to the Office of Special Events | none | 5 minutes | Barangay coordinators of corresponding barangays/Job order
Barangay Affairs Office |

7. SEMINAR/TRAINING FOR DEPUTIZED BARANGAY TRAFFIC AIDES

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The Barangay Affairs Office facilitates the Deputized barangay traffic aides for added work force to the lead agency OTMPS.

| Office/Division:                                |                                                                | Barangay Affairs Office      |                                                                                       |                                                      |
|-------------------------------------------------|----------------------------------------------------------------|------------------------------|---------------------------------------------------------------------------------------|------------------------------------------------------|
| Classification:                                 |                                                                | Complex                      |                                                                                       |                                                      |
| Type of Transaction:                            |                                                                | G2G-Government to Government |                                                                                       |                                                      |
| Who may avail:                                  |                                                                | All                          |                                                                                       |                                                      |
| CHECKLIST OF REQUIREMENTS                       |                                                                | WHERE TO SECURE              |                                                                                       |                                                      |
| Request Form (original)                         |                                                                | Requestor                    |                                                                                       |                                                      |
| CLIENT STEPS                                    | AGENCY ACTION                                                  | FEE S TO BE PAID             | PROCESSING TIME                                                                       | PERSON RESPONSIBLE                                   |
| 1. Give all the Letter of request To Bao Office | 1. receive the request from Mayor's Office/OTMPS/ 17 Barangays | <b>none</b>                  | <b>1 minute</b>                                                                       | Admin Aide I<br>Barangay Affairs Office              |
|                                                 | Assess the request for the date/time/place of the training     | <b>none</b>                  | <b>5 minutes</b>                                                                      | Barangay Affairs Officer<br>Barangay Affairs Office  |
|                                                 | Process the necessary documents pertaining to the seminar      | <b>none</b>                  | <b>1 week<br/>(concerned offices,<br/>MO/Budget/Accounting/G<br/>SO/<br/>Treasury</b> | Admin Aide II<br>Barangay Affairs Office             |
|                                                 | Received the letter of invitation regarding                    | <b>none</b>                  | <b>3 minutes</b>                                                                      | Barangay coordinators of corresponding barangays/Job |

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|--|--|--|--|----------------------------------|
| | seminar to the concerned offices/barangays | | | order
Barangay Affairs Office |
|--|--|--|--|----------------------------------|

8. SEMINAR/TRAINING FOR DEPUTIZED BARANGAY ENVIRONMENTAL BRIGADE

The Barangay Affairs Office facilitates the Deputized Barangay Environmental Brigade for added work force to the lead agency ESMO.

| | | | | |
|---|---|------------------------------|-------------------------------|---|
| Office/Division: | | Barangay Affairs Office | | |
| Classification: | | Complex | | |
| Type of Transaction: | | G2G-Government to Government | | |
| Who may avail: | | All | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request Form (original) | | Requestor | | |
| CLIENT STEPS | AGENCY ACTION | FEE S TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Give all the Letter of request To Bao Office | 1. receive the request from Mayor's Office/ESMO/ 17 Barangays | none | 1 minute | Admin Aide I
Barangay Affairs Office |
| | Assess the request for the date/time/place of the training | none | 5 minutes | Barangay Affairs Officer
Barangay Affairs Office |
| | Process the necessary | none | 1 week
(concerned offices, | Admin Aide II
Barangay |

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|  |                                                                                        |             |                                                    |                                                                                       |
|--|----------------------------------------------------------------------------------------|-------------|----------------------------------------------------|---------------------------------------------------------------------------------------|
|  | documents pertaining to the seminar                                                    |             | <b>MO/Budget/Accounting/GS<br/>O/<br/>Treasury</b> | Affairs Office                                                                        |
|  | Received the letter of invitation regarding seminar to the concerned offices/barangays | <b>none</b> | <b>3 minutes</b>                                   | Barangay coordinators of corresponding barangays/Job order<br>Barangay Affairs Office |

### 9. ORIENTATION/SEMINAR OF BARANGAY EMPOWERMENT

The Barangay Affairs Office facilitates this kind of communicating to our constituents and empower them on whatever concerns they need.

|                                   |                                                          |                         |                        |                                         |
|-----------------------------------|----------------------------------------------------------|-------------------------|------------------------|-----------------------------------------|
| Office/Division:                  | Barangay Affairs Office                                  |                         |                        |                                         |
| Classification:                   | Complex                                                  |                         |                        |                                         |
| Type of Transaction:              | G2G-Government to Government                             |                         |                        |                                         |
| Who may avail:                    | All                                                      |                         |                        |                                         |
| <b>CHECKLIST OF REQUIREMENTS</b>  |                                                          | <b>WHERE TO SECURE</b>  |                        |                                         |
| Request Form (original)           |                                                          | Requestor               |                        |                                         |
| <b>CLIENT STEPS</b>               | <b>AGENCY ACTION</b>                                     | <b>FEE S TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>               |
| 1. Give all the Letter of request | 1. receive the request from Mayor's Office/ 17 Barangays | <b>none</b>             | <b>1 minute</b>        | Admin Aide I<br>Barangay Affairs Office |

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t To Bao Office				
	Assess the request for the date/time/place of the training	none	5 minutes	Barangay Affairs Officer Barangay Affairs Office
	Process the necessary documents pertaining to the seminar	none	1 week 1 week (concerned offices, MO/Budget/Accounting/G SO/ Treasury	Admin Aide II Barangay Affairs Office
	Received the letter of invitation regarding seminar to the concerned offices/barangays	none	3 minutes	Barangay coordinators of corresponding barangays/Job order Barangay Affairs Office