



Public Affairs And Assistance Division





I. Mandate:

The Public Affairs and Assistance Division prepares maintain and preserve record of Barangay and SK Officials. The Creation, Conversion, of some Barangay’s and Masterlist of all Barangay Officials are properly recorded and filed.

II. Vision:

Rendering a public service to the people of Batangas City with selfless dedication, honor and integrity. Uplift the quality of service to the people under a transparent government with the end view of having productive, supportive, progressive and law abiding citizenry.

III. Mission:

Providing quality service to all Barangay Officials especially those living in far-flung Barangay that need documents in transacting their projects in City Government.

IV. Service Pledge:

We commit to:

1. To continue scanning and encoding Masterlist from the beginning to present in order to prevent them from mutilating.
2. To promote goodwill and rapport between the Barangay and the Government by proper coordination to different offices about the implementation of laws and decrees and giving the people better understanding of the objectives, policies and purpose of City Government.
3. To create paperless communication in disseminating information regarding meetings, seminar and in claiming their documents.
4. To serve efficiently and ensure the satisfaction of client.

V. List of Service:

Request for Certification of Service	Page 4 & 5
Appointment of Barangay Official	Page 6 & 7
Request for Barangay Officials Masterlist	Page 8



1. Request for Certification of Service

Certification of Incumbency, Educational benefits, Civil Service Eligibility & Provincial Service Incentives for Sangguniang Barangay and Sangguniang Kabataan Officials

Office or Division:	City Mayor’s Office – Public Affairs and Assistance Division
Classification:	Simple
Types of Transaction:	G2C – Government to Citizens
Who may avail:	Former and Incumbent Sangguniang Barangay and Kabataan Official

Checklist of Requirements		Where to Secure		
Written or Verbal Request				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Sign at the logbook.	1.1 Accepts and Review Request.	None	2 minutes	Paad Personnel Assigned
Submit written /verbal request.	1.2 Puts into records his contact number.			
Proceed to Assigned Personnel.	2.1 Verifies names in the Masterlist of Officials in the record book. 2.2 Advice to pay certification fee.	None	5 minutes	Paad Personnel Assigned
Proceed to City Treasurer's Office-Quadrangle to pay appropriate fees.		Php 80.00	5 minutes	City Treasurer
Return to Public Affairs Office and present official receipt	3.1 Prepares certificate and attached receipt to the certification. 3.2 Signs and Approve Certification.	None	1 minute 1 minute	Paad Personnel assigned Community Affairs Officer IV



	3.3 Forwards signed certificate to City Mayor for approval	None	1 hour to 1 day (depends upon availability of City Mayor)	Paad Personnel Assigned City Mayor
Claims the document. Sign at the receiving logbook and accomplish Customer Satisfaction feedback Form.	4.1 Issues the Certificate.	None	1 minute	Paad presonnel Assigned
Total:		Php 80.00	1 day and 15 minutes	

2. Appointment of Barangay Officials

Filling-up Vacated Position of Barangay Officials

Office or Division:	City Mayor’s Office – Public Affairs and Assistance Division
Classification:	Simple
Types of Transaction:	G2C - Government to Citizens
Who may avail:	Barangay and Sangguniang Kabataan Officials

Checklist of Requirements		Where to Secure		
Resignation letter duly approved by the Punong Barangay				
Barangay Resolution duly approved by the Council				
Clearance of Resigning Officials		Public Affairs and Assistance Division		
Community Tax Certificate		City Treasurer’s Office		
I.D pictures 3 (1x1) 2 (2x2) photo				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Register in the logbook	1.1 Interview and advice to fill up request form	None	2 minutes	Paad personnel Assigned
Present written or verbal request	2.1 Accepts and review his request.	None	5 minutes	Community Affairs Officer IV
	2.2 Checks his document presented to validate his inquiries			

3. Request for Barangay Officials Masterlist



Proceed to assigned personnel and submit all requirements	3.1 Checks the completeness of requirements required.	None	5 minutes	Paad Personnel Assigned
	3.2. Provide forms to be filled-up; a). Bio-data b). Statement of Assets and Liabilities		3 minutes	Paad Personnel Assigned
Fill-up forms (Bio-data & Statement of Assets and Liabilities)	4.1 Checks data and prepare the following: a). Oath of office b). Assumption of Office c). Appointment d). Specimen Card. e). Identification Card	None	20 minutes	Paad Personnel Assigned
Sign the document prepared by the personnel assigned (oath of office, specimen signature and ID)	5.1 Checks the signed documents of the official 5.2 Advice on the schedule of oath-taking	None	10 minutes	Community Affairs Officer IV
Oath Taking Ceremony with the City Mayor	6.1 Assist officials on the oath taking ceremony at City Mayor's office	None	30 minutes	Community Affairs Officer IV City Mayor
	6.2 Puts on dry seal to the oath of office			Paad Personnel Assigned
Claims the personal copies accomplish customer satisfaction feedback form	7.1 Issues copies to: a) Barangay Official b). Dilg Office c). Office File	None	10 minutes	Paad Personnel Assigned
Total:		None	1 hour and 25 minutes	

Availment of Masterlist of Barangay Officials with completed term of office qualified for Civil Service Eligibility

Office or Division:	City Mayor’s Office – Public Affairs and Assistance Division
Classification:	Simple
Types of Transaction:	G2C –
Who may avail:	Barangay Officials who Completed term of Office

Checklist of Requirements	Where to Secure
Written or Verbal Request	



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Register in the logbook	1.1 Accepts and reviews request.	None	2 minutes	Community Affairs Officer IV
Present written or Verbal Request	1.2 Interviews the client and put into records.			
Proceed to assigned personnel	2.1 Checks the name in the masterlist submitted to Csc office, prepared by Community affairs officer duly signed & certified by Comelec Officer, Dilg Officer and City Mayor.	None	3 minutes	Paad Personnel Assigned
Claims the masterlist and accomplish the customer satisfaction feedback form.	3.1 Issues photo copy of Masterlist and certified photo-copy of oath of office.	None	2 minutes	Paad Personnel Assigned
Total:		None	7 minutes	

4. Processing Documents for Newly Elected / Appointed Barangay Officials

Newly Elected and Appointed Officials Documents are prepared for their Oath Taking and Assumption of Office

Office or Division:	City Mayor’s Office – Public Affairs and Assistance Division
Classification:	Simple
Types of Transaction:	G2C – Government to Citizens
Who may avail:	Sangguniang Barangay Officials

Checklist of Requirements	Where to Secure
Election Returns	Comelec
Current Community Tax	City Treasurer Office
3 (1x1) Photo	
1 (2x2) Photo	



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Register in the logbook	1.1 Interviews the client	None	5 minutes	Paad Personnel Assigned
Submit all the requirements	2.1 Accepts and review all requirements.	None	2 minutes	Community Affairs Officer IV
	2.2 Checks the name of client listed on Election returns.		3 minutes	Paad Personnel Assigned
	2.3 Advice to proceed to the assigned personnel			
Proceed to Assigned Personnel	3.1 Provides form to be filled- up; a). Bio-Data b). Statement of Assets and Liabilities	None	2 minutes	Paad Personnel Assigned
Fill-up the forms (Bio-data & Saln)	4.1 Checks data for completeness. 4.2 Advice to bring Saln to City Legal for notarization. 4.3 Prepares document of appointment.	None	10 minutes	Paad personnel Assigned
Sign the document prepared by the personnel assigned (oath of office, specimen signature Card and ID.	5.1 Checks the documents prepared 5.2 Request client to validate information before affixing signature	None	2 minutes	Community Affairs Officer IV
	6.1 Attends and provide copies of oath of office during mass oathtaking ceremony of Barangay Officials.	None	5 hours	Paad personnel Assigned
			10 minutes	



Oath Taking Ceremony with the City Mayor	6.2 Forwards all copies to City Mayor for signing of; a) (Oath of office) of Punong Barangay, Sang Kabataan Officials,Barangay Secretary and Treasurer. b) Appointment) of Sec. & Treas. c) (Assumption of office)Brgy. Kagawad, Secretary, Treasurer and Sangguniang Kabataan Officials.		as scheduled	Paad personnel Assigned City Mayor Punong Barangay Punong Barangay
Step 1X. Claims the personal copies accomplish customer satisfaction feedback form.	7.1 Issues copies to; a) Barangay Officials b) Dilg Office c) Paad file	None	10 minutes	Paad personnel Assigned
Total:		None	5 hours and 44 minutes	

VI. Feedback and Complaints

The Feedback System of the PAAD enhances the efficiency of worker to deliver services on time.

Implementing feedback system of PAAD

1. All clients upon registration is given feedback forms.
2. The officer of the day receives filled up feedback form after his transactions.
3. All filled-up forms or information from the drop box were gathered and studied.
4. Information gathered from the clients were submitted to City Mayor for discussion by the Head of PAAD.
5. Changes for improvement on the implementation is based upon recommendation of the PAAD Head (per discretion of the City Mayor)



The PAAD is making available contact number to serve as complaints hotlines. Clients will be advised to contact Evelyn D. Alcantara at (043) 726-1982 for any complaints.

Batangas City PAAD Feedback System

