

**SERVICE STANDARD
MANILA BARANGAY BUREAU**

VISION: Under the enlightened leadership of **MAYOR JOSEPH EJERCITO ESTRADA**, the great and historical City of Manila should fulfill its destiny of prosperity and cultural renaissance. The **MANILA BARANGAY BUREAU** shall be at the forefront of coordination and implementation of the City Government's program and projects in order to achieve and realize this sacred covenant with the great and proud people of the City of Manila.

MISSION: To achieve our vision , the MBB shall become a committed Team of Leaders who are sworn to transform the City's various barangays, zones and districts into areas of excellence, innovation and development.

In the process, every **MBB** officer and staff shall strive to become model civil servants-highly trained and dedicated in the advancement of knowledge, skills and the improvement in the quality of life for Manila City residents.

Type of Front-line Service	Documentary Requirements	Client/Requesting Party	Office / Person Responsible	Steps/Procedure	Form to Fill-up	Fee	Processing Time
1. Receipt of various communications, issuances, referrals or certifications.	Letter request with supporting documents	Barangay Officials, barangay Constituents, Students, Employees and Others	Records Officer	Receives, routes and release various communications.	None	None	30 minutes
			Director	Takes action on communication and refers them to the Assistant Director, Admin., BAD or Conciliation Office.	None	None	within the day or the next working day
			Chief Administrative Officer	Refers communications to either the Personnel, Budget and Accounting Section, Maintenance or concerned employee.	None	None	within the day or on/before deadline
			Chief Barangay Affairs Division	Refers to concerned District Office/Barangay Officials.	None	None	within the day or next working day

<p>2. Receipt of complaints against Barangay Officials</p>	<p>Complaint Sheet/Notarized complaint</p>	<p>Barangay Officials, Barangay Constituents, Others</p>	<p>Conciliator or Chief Admin Officer/Assistant Director/Director</p> <p>Director</p>	<p>1. Guides complainant in the preparation of complaint sheet.</p> <p>2. Send notices to both parties for their preliminary conference.</p> <p>3. Summons the respondent and attached copy of complaint.</p> <p>* copy to be answered within 5 or more days upon receipt</p> <p>4. Conducts preliminary conference with effort by officer to settle the disputes. If it fails complainant is given an opportunity to file comment on the answer and likewise respondent is given an opportunity to submit his rejoinder on the reply of the complainant.</p> <p>5. Proceed with the investigation based in the records submitted.</p> <p>6. Submits case for resolution after three hearings. Final meeting with both parties for possible conciliation. If it failed, approves the resolution for submission to the City Council</p>	<p>Complaint Sheet</p>	<p>None</p>	<p>half hour</p> <p>within a week from receipt of complaint</p> <p>within 15 days</p> <p>within a month</p> <p>within 3 days from last conference</p>
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3. Bidding	Bid Documents	Concerned Barangay Officials	Office of the Director	<ol style="list-style-type: none"> 1. Submits request for bidding. 2. Schedules bidding at least 10 days from notice to Commission on Audit (COA) 	Request bidding with notice to COA	None	within the day or next working day
4. Monitoring of Barangay Projects	Documents of Finished Projects	Concerned Barangay Officials	<p>District Supervisors / Barangay coordinators</p> <p>Concerned barangay officials</p>	<ol style="list-style-type: none"> 1. Attends bidding as observers and gets minutes of the bidding. 	Minutes of the Bidding	None	1 hour
			District Supervisors	<ol style="list-style-type: none"> 1. Receives request by the Director's Office to be forwarded to concern District Officer. 2. District office to check documents of finished project: if supplies and equipment's have been delivered. 3. Ocular inspection of all deliveries. 	Confirmation Report	None	<p>5 to 10 minutes</p> <p>within the day or next working day</p> <p>to be scheduled not more than 3 working days from complete delivery</p>

	Personnel services, honoraria, payments, request for Utilities		<p>Chief Barangay Affairs Division</p> <p>Monitoring Unit</p> <p>Director</p>	<p>4. Prepares confirmation report</p> <p>1. Reviews all documents submitted by the District, to prepare indorsement to the City Account.</p> <p>1. Random post monitoring of Barangay Projects.</p> <p>2. Reviews / Initials all documents for submission of report to the Director.</p> <p>1. Signs / approves all Indorsements and other documents to be forwarded to the City Accounts Office.</p>		<p>within the day or next working day</p> <p>within the day or next working day</p> <p>as per schedule</p> <p>within the day or next working day</p>
5. Registration of Suppliers / Contractors		Interested Barangay suppliers owners / officials	Office of the Director and/or Assistant Director	<p>1. Fill-up suppliers registration form and submits complete requirements.</p> <p>2. Visits site and reviews documents.</p> <p>3. Submission of reported site visited</p>	Suppliers registrations form / Office of the Director	<p>5 - 10 minutes</p> <p>within 2-3 days upon completion of requirements</p>

				4. Interview by the Director		within 2-3 days upon final review of documents.
				5. Indorsement of the City Council for final approval.		within the day or next working day
6. Information dissemination	Memoranda, Circulars and letters	Barangay Officials	Coordinators	Personal Delivery of Documents / Memos to Barangay Officials	Proof of Service	within the day or next working day

For inquires, suggestion, comment and recommendations, please call at telephone number 302-68-77 / 79 or e-mail us at mbb_52711@yahoo.com

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Officer-In-Charge
(City Gov't Asst. Dept. Head III, PDO)