



PUBLIC AFFAIRS AND ASSISTANCE DIVISION
Bacolod City

The Public Affairs and Assistance Division serves as the implementing arm of the Office of the City Mayor in the discharge of its official functions in the grass root level, the barangay. This office monitors requests of barangays and coordinates with lead agencies in the implementation of various government projects.

Location: 3 rd Floor, Bacolod City Government Center, Barangay Villamonte, Bacolod City
Phone Number: (034) 445-1087

EXTERNAL SERVICES

1. REQUEST FOR PUROK ELECTION

All Barangay Officials of Bacolod City may request the services of PAAD to serve as Election Officers during Purok Election in every barangay.

Office or Division:	Barangay Operations Bureau (BOB)				
Classification:	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical				
Type of Transaction:	<input type="checkbox"/> G2C – Government to Citizen <input type="checkbox"/> G2B – Government to Business Entry <input checked="" type="checkbox"/> G2G – Government to Government				
Who may avail:	Punong Barangay/ Barangay Kagawad, Chairman, Committee on Purok Affairs				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of request from the Barangay addressed to the PAAD Head signed by the Barangay Captain (2 copies, original) Barangay Resolution (1 copy, certified photocopy) 			<ul style="list-style-type: none"> Requesting Party 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	

1. Submits written request/letter	1. Evaluates and approves request	None	15 minutes	Community Affairs Officer IV Community Affairs Officer III Community Affairs Officer I
2. Receives Schedule/Date of Purok Election and Orientation of Candidates for Purok Election	2. Releases Schedule/Date of Purok Election and Orientation/Briefing of Candidates for Purok Election	None	20 minutes	Community Affairs Officer IV Community Affairs Officer III Community Affairs Officer I
TOTAL		None	35 minutes	

2. CONDUCT OF BRIEFING/ORIENTATION OF CANDIDATES FOR PUROK ELECTION ON THE SCHEDULED DATE

Conducts Briefing/Orientation of Candidates as scheduled.

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Who may avail:	Punong Barangay/ Barangay Kagawad, Chairman, Committee on Purok Affairs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Purok Election Guidelines (1 copy, original) 			<ul style="list-style-type: none"> Requesting Party 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Provides Election Officers with Purok Election Guidelines	1. Review Guidelines	None	20 minutes	Community Affairs Officer III Community Affairs Officer I Zone Coordinator
2. Receives the service	2. Conducts Briefing/Orientation	None	3 hours	Community Affairs Officer IV Community Affairs Officer III Community Affairs Officer I
TOTAL		None	3 hours and 20 minutes	

3. CONDUCT OF PUROK ELECTION ON THE SCHEDULED DATE

Conducts Purok Election as scheduled.

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Who may avail:	Punong Barangay/ Barangay Kagawad, Chairman, Committee on Purok Affairs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Master List of Voters (2 copies for each purok, 1 original, 1 photocopy) Ballots (500 pcs. For each purok, all original) Improvised Ballot Box (2 boxes for each Purok) Tally Sheets (3 copies, original) 			<ul style="list-style-type: none"> Requesting Party 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Provides Election Officers with necessary materials for the Conduct of Purok Election	1. Receives the necessary materials	None	20 minutes	<i>Community Affairs Officer IV</i> <i>Community Affairs Officer III</i> <i>Community Affairs Officer I</i> <i>Community Affairs Assistant II</i> <i>Community Affairs Assistant I</i> <i>Zone Coordinator</i> <i>Job Order Personnel</i>
2. Receives the service	2. Conducts Purok Election	None	10 hours	<i>Community Affairs Officer IV</i> <i>Community Affairs Officer III</i> <i>Community Affairs Officer I</i> <i>Community Affairs Assistant II</i> <i>Community Affairs Assistant I</i> <i>Zone Coordinator</i> <i>Job Order Personnel</i>
TOTAL		None	1 day, 2 hours and 20 minutes	

4. REQUEST FOR BARANGAY PROFILE/BARANGAY OFFICIALS/BARANGAY AND PUROK FIESTA

This Office provides above-mentioned data upon request of government offices, barangays and business establishments.

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Type of Transaction:	<input type="checkbox"/> G2C – Government to Citizen <input checked="" type="checkbox"/> G2B – Government to Business Entry <input checked="" type="checkbox"/> G2G – Government to Government			
Who may avail:	Punong Barangay/ Barangay Kagawad, Chairman, Committee on Purok Affairs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter of request addressed to PAAD Head (1 copy, original) 			<ul style="list-style-type: none"> Requesting Party 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits written request	1.1 Receives & evaluates request	None	10 minutes	<i>Community Affairs Officer IV</i>
	1.2 Prepares requested documents		1 day	<i>Community Affairs Officer III</i> <i>Community Affairs Officer I</i>
2. Receives the requested documents	2. Releases documents	None	20 minutes	<i>Community Affairs Officer IV</i> <i>Community Affairs Officer III</i> <i>Community Affairs Officer I</i>
TOTAL		None	1 day and 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<p>Answer the feedback form in the office lobby and put it in the feedback and complaints drop box</p> <p>Barangay Operations Bureau (BOB) Section Tel. No. (034)445-1087</p>
<p>How feedback is processed?</p>	<p>The BOB Section Chief verifies the nature of queries and feedback within one (1) working day and will inform the client via phone call.</p> <p>For follow-ups, the contact information are as follows: (034)445-1087 paad@bacolodcity.gov.ph</p>
<p>How to file complaint?</p>	<p>To file a complaint, please provide the following details via phone call</p> <ul style="list-style-type: none"> • Full name and contact information of the complainant • Narrative of the complain • Name of the person being complained <p>Send all complaints thru a letter addressed to: ROLANDO M. VILLAMOR, JR. Community Affairs Officer IV Division Chief</p> <p>In the case of Purok Election, conducted by this office, all protests/complaints shall be filed to the concerned barangay thru the Barangay Captain/Barangay Kagawad, Committee on Purok Affairs.</p> <p>For follow-ups and queries please call (034)445-1087</p>
<p>How complaints are processed?</p>	<p>All complaints received will be processed by BOB thru its Section Chief. The BOB Section Chief will evaluate and refer the complaint to the PAAD Division Chief for recommendation to the following:</p> <ul style="list-style-type: none"> • For complaints against employees – Human Resource Management Services Office (HRMS) • In case of Purok Election – Barangay Captain/Barangay Kagawad, Committee on Purok Affairs <p>For follow-ups and queries please call (034)445-1087</p>

Contact information of PAAD	Public Affairs and Assistance Division (PAAD) paad@bacolodcity.gov.ph (034)445-1087
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