

1. Receipt of Complaint against barangay officials

Office or Division:	Barangay operations Center			
Classification:	Simple Transaction			
Type of Transaction:	Government to citizens			
Who may avail:	Persons who has complaints against barangay officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mediation/Conciliation on cases involving barangay officials		Barangay Operations Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit Complaint letter, Affidavits and other pieces of evidence	1.1 Accept the complaint filed, check completeness of documents		5 minutes	BOC Staff
	1.2 Interview client complainant		20 minutes	
	1.3 Schedule for confrontation			
	1.4 Advice client about the process.			
	2.1 Preparation of notice		5 minutes	BOC Staff
	2.2 Send Summons to all parties concerned		2 hours	

END OF TRANSACTION; Transaction time: 2 hours 30 minutes