

ACKNOWLEDGMENTS

I would like to convey my sincere thanks to the officials and heads of offices in the Local Government Unit of CARMEN, SURIGAO DEL SUR and to all those, who extended their support and cooperation and have contributed to the success of this gracious task, as follows:

- The DILG – MLGOO assigned in the municipality who provided his/her technical support and helped the LGU in crafting the citizen's charter of the municipality.
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- Regional and Field Offices of the Civil Service Commission spearheaded by Director Harold P. Pareja, DPA, Field Officer of CSC, Tandag, Surigao del Sur and Department of Interior and

- Local Government, who provided us with the legal and moral foundations that guided us in the crafting of the LGU Guidebook constituted under Republic Act No. 9485 and its Implementing Rules and Regulations;
- Honorable Sangguniang Bayan Members for the passage of the resolution adopting the Citizen's Charter for implementation;
- Members of the Steering Committee and the Task Force for their untiring efforts in the reengineering of transactions and for integrating, reviewing and finalizing the Citizen's Charter Guidebook; And
- All those who contributed in one way or another, and above all, to the Almighty Creator who inspired and motivated us to deliver the quality service for the satisfaction and advancement of the Carmenanons.

This Guidebook is a manifestation of our steadfast commitment to our mandate in the delivery of government service to the public, to reduce routine red tape, to avoid graft and corruption and speed up transactions in the government operations for the satisfaction and welfare of our customers.

Lastly, I would like to express my heartfelt gratitude to all the voters who mandated my political career, making it more inspiring for me to perform to the highest level of my proficiency and sincere public service.

JANE V. PLAZA
Municipal Mayor

FEEDBACK AND REDRESS MECHANISM

To our valued customers:

Please let us know how we have served you by doing any of the following:

- **Accomplish our feedback form available at the office you transacted and put on at the drop box.**
- **Refer your concern to the Public Assistance Desk Officer at the entrance of the municipal building if you are not satisfied with our service.**
- **Your written and verbal complaints shall be immediately be attended by the Public Assistance Desk Officer.**

Thank you for helping us continuously improves our services.

BRIEF HISTORICAL BACKGROUND OF REPUBLIC ACT 9485 OR THE ANTI-RED TAPE ACT OF 2007

The quest of an ideal government is elusive task. Almost all elected Presidents of the Republic of the Philippines did their share either to reduce or eliminate inefficiency in our bureaucracy. Under the leadership of President Gloria Macapagal-Arroyo, she adopted administrative order institutionalizing quality management system in government; a memorandum order directing all departments, bureaus, commissions, agencies, offices and instrumentalities of the national government to improve transaction costs and flows in order to enhance Philippine Competitiveness. Moreover, President Arroyo, likewise directed DILG and CSC to promote efficiency and effectiveness of the frontline services in the government in order to fast-track the delivery of government service to the people. Secretary Ronaldo V. Puno said, “our battle against red tape and inefficiency in our bureaucracy will never be an easy task. Red Tape has been long embedded in our culture, WITH Filipinos having to deal with voluminous requirement and

seemingly endless process to simply secure certificates or licenses”. However, Sec. Puno believes that our quest for prompt and efficient frontline government services is now making headway and will soon deliver tangible notable results with the proper implementation of RA9485.

RA 9485 is a consolidation of Senate bill No. 2589 and House Bill No. 3776. The Bills were passed by the Senate and House of Representatives on February 8, 2007 and February 20, 2007 respectively. It was enacted into law by President Gloria Macapagal-Arroyo on June 2, 2007. The full title of RA 9485 is an Act to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape preventing graft and corruption, and providing penalties therefore.

The authors of Senate Bill No. 2589 and House Bill No. 3776 are Senators Juan M. Flavies, Edgardo S. Angara, Aquilino Q. Pimentel, Jr., Panfilo M. Lacson and Congressmen Jose de Venecia, Representatives Rodrigues Dadivas, Ace Barbers, Eduardo Zalcita, Rey Aquino, Edgar Chatto and Florencio G. Noel, respectively.

The Act was passed in response to the urgent need to establish an effective system that will eliminate bureaucratic red tape, avert graft and corrupt practices and improve efficiency with delivering government frontline service. The agencies responsible in implementing this Act and its Implementing

Rules and Regulations is the oversight committee composed of Civil Service Commission (CSC) as head and Office of the Ombudsman (OMB), Presidential Anti-Graft Commission (PAGO) and Development Academy of the Philippines (DAP), as members, shall ensure the effective implementation of the RA 9485. The Act shall apply to all government offices and agencies including local government units and government-owned and controlled corporations with or without original Charter that provide frontline services.

The National Law is a good news to the Filipino people who are hungry of prompt and efficient government services it was said that justice delayed as justice denied. The Local Government Unit of Carmen and its constituency welcome RA 9485 with open mind and open heart.

In response to Republic Act No. 9485 known as the Anti-Red Tape Act of 2007 the Local Government Unit of Carmen has undertaken some initiatives in the crafting of the agency Citizen's Charter manuals with the following training programs in preparation, consultations and making of the Municipal Government Citizen Charter.

The LGU would not succeed this combat. It needs the support of the concern citizens to succeed in this mission merging our government inefficiency, mañana habit, and some undesirable practices so that we can initiates reforms, adopt new measures and seriously deliver our services enumerated in our duties and responsibilities as mandated officials and government public servants.

Now that the DILG through Local Government Academy (LGA) has spearheaded an anti-red tape advocacy program known as Project CURE which stands for Comprehensive and Unified Response to Eliminate Red-Tape in all Local Government Units. We are looking forward of the new hope that this nation will soon develop its human resources, government program thrusts so that this nation can accelerate investment, development and growth.

As a final point, the Municipal Government Unit of Carmen can make hasten development in infrastructure, education, agriculture, forestry, health care and tourism programs. Our struggle for prosperity and avoiding red-tapes in the government operations, we are looking forward that our citizens will be pleased and well-off.

SERVICE PLEDGE

WE, the officials and employees of the Municipal Government Unit of Carmen, Surigao del Sur pledge and commit to deliver quality public services as promised in the Citizen's Charter and hereby guarantee:

- To serve you with Honesty & integrity, promptly and timely, politely and courteously.
- To provide adequate and accurate information;
- To be consistent in applying rules and regulations;
- To Wear proper uniforms and identification; and
- To be available during office hours and adhere with no noon break policy.

INTRODUCTION

The Citizen's Charter Manual of the Municipal Government Unit of Carmen, Surigao del Sur is purposely made to ensure quality of service that the service provider can offer with customers. This signify the officials and employees oath with regard to its standards, significance services being delivered and the time of services be delivered to the populace that promotes integrity, transparency, accountability and eradicate fixers for a speedy public service delivery.

This guidebook set up the detailed information of the services offered by each offices and the whole organization. This also provides the step by step procedures on how to avail the services being delivered. the requirements needed, the duration of the activity, the person responsible to deliver of the respective services. This also helps the customers facilitate their transaction efficiently and effectively.

The crafting of this manual has experienced many processes that includes group discussions which every member has given task in the evaluation of frontline services offered by each offices in order to set up standard operating measures which will prevent and eradicate graft and corruption in the government service.

The purpose of this manual is to make simpler procedural services that the service provider can offer to the constituents.

This also serves as guide manual of the people working with the government of their responsibility to response to the customers and to meet their expectations for worth and suitable service.

In addition to this, the manual serves as the overall direction in the operation of the organization.

PREFACE

The Municipal Government Unit of Carmen, Surigao del Sur act in response with the call of instituting Citizen's Charter that may assist the local government in attaining the highest level of competency in the delivery of public service. The LGU also adopted the guiding principle of the State to uphold integrity, accountability, proper management of public affairs and public property and to set up effective practices and implement moral values aimed to eradicate graft and corruption.

Citizen's Charter is an official guidebook that shows service standard and information on the services provided by the government, and a step-by-step procedure on how clients can benefit a particular service. Cut down procedures will be adopted to decrease red tape and speed up transactions in the Local Government Uni.

This shows also the requirement checklists, schedule of fees, and directory showing the offices/s handling frontline services.

This manual contains the following:

1. Identified frontline services of all Local Government Unit offices;
2. Service Standards to be known as the Citizen's Charter (to be presented on the tarpaulin and other famous announcement in the Local Government Unit;
3. Feedback mechanism to be established in the entrance of the municipal building.
4. Establishment measures and punishment to break down on fixers in all offices.

The crafting of this manual is a response to the CSC Memorandum Circular No. 12, series of 2008, Republic Act No 9485 and its Implementing Rules and Regulations. The observance of this directive formulates the Municipal Government Unit of Carmen vision and mission a reality. To sustain this guideline, the LGU uphold on civilizing our systems and procedures based on realities and experiences in order to realize the mission and vision.

We are longing that all public servants would intentionally stick on to the principles of Good Governance and deliver a high level of efficiency, transparency and accountability in delivering service to the public.

JANE V. PLAZA
Municipal Mayor

HISTORICAL BACKGROUND OF THE MUNICIPALITY OF CARMEN

The existence and creation of the Municipality of Carmen is a tangible proof of concerted effort, patience, consistency, and harmony accorded by the different heroic personalities of the past way back in 1900. The ancestors, namely; Inocencio Suan, Isidro Cubero, Quirino Matildo, and Dionisio Derigay, painstakingly played the success presently enjoyed.

During the 19th century and even now, Boholanos are fond of adventure, bringing with them pottery products and tobaccos for trade, loaded on their bancas and aiso bravely through the blue ocean to reach the island of Mindanao. Accidentally, the groups of Boholanos with well-fashioned destiny sailed along the coast of Surigao and happened to pass and stopped over Sitio Cabakhawan, a Barrio of Lanuza, Municipality of Cantilan. While on the offshore, signs of certainties and New Hope were on their faces upon an obvious vision of the potentials and resources found around the places.

Momentarily, the leader of the Boholanos convinced and decided the group to stay for settlement. With dual and enthusiasm to perceive the tranquil and abundant way of life, their utmost efforts were exerted in clearing strip of land for them to plant various crops.

In succeeding years, the immigrant from Bohol, Leyte and Cebu came and grow rapidly. The settlers became economically sound that instantly made Sitio Cabakhawan progressive in terms of civic consciousness, cooperative and population growth.

Eventually, the intellectuals of the settlers moved a petition for permission to constitute an independent barangay. Then right away the surveyed the proposed barangay site designating lots for Public buildings Building, Plaza and Church. Each one of them contributed happily for early completion of the pertinent papers and submitted to the Cabeza De Barangay of Cantilan. Gregorio Uriarte, Sr. for his strong recommendation to the Provincial Governor of Surigao, late Gaudencio Garcia.

Cognizant for the cultural development of Sitio Cabakhawan, Reverend Father Paulino Garcia of the Municipality of Cantilan visited the settlement and simultaneously assigned a catechist named Maestra Andang de Cubero who taught the people how to read and write. The fruitful struggle of the settlers eventually hastened the government to open a primary grade, and Germinio Arreza was the first teacher.

In the aftermath, late Governor Gaudencio Garcia of the undivided Surigao province recognized the petition of the people of Sitio Cabakhawan to function the freedom as an independent barangay in the year 1900. The Governor was anxious to just have a living memento of his incumbency and struggle, so he officially changed the name of Sitio Cabakhawan to Barangay Carmen named after his beloved sweetheart.

In 1919, Barangay Lanuza of the Municipality of Cantilan organized and exercised as an independent municipality of which Barangay Carmen was under its territorial jurisdiction.

Unwavering support and loyalty were afforded by the Barangay people of Carmen to her cradle town of Lanuza for six decades.

An endless thought and dreams incessantly over the minds of Carmenanons to ultimately breath the air of liberty. So in 1965 under the late Congressman Vicente Pimentel, Sr. President Diosdado Macapagal by virtue of his Executive Order No. 197 dated November 17, 1965, created Barangay Carmen into an independent municipality which entirely includes San Vicente, Sta Cruz, Puyat Cancavan, Esperanza, Antao and Bunga.

Simultaneously, on November 18, 1965, President Diosdado Macapagal appointed the complete set of Municipal Officials spearheaded by the incumbent Vice Mayor of Lanuza Dionisio Bomediano as Municipal Mayor, Felicisimo Bantugan as Vice Mayor and six councilors: Jose Derigay, Lina Kindica, Recardo Arado, Lucio Ilogon Pedro Pacena, Sr. and Victoriano Acilo. The sets of Municipal Officials were appointed pursuant to the provisions of Article VII, Section 10 paragraph 4 of the constitution.

The reigning party banner of the newly appointed officials was Nationalista Party. Consequently, on November 18, 1965, incumbent Provincial Treasurer Prospero Pichay, Sr. appointed Bienvinido Cosmiano as Acting Treasurer of the Municipality of Carmen.

List of Barangays and Barangay Captains as of November 17, 1965 as embodied in Executive Order No. 197.

- | | | | |
|----|------------------|---|---------------------|
| 1. | Poblacion Carmen | . | Victoriano Acilo |
| 2. | San Vicente | . | Felipe Pucot |
| 3. | Sta Cruz | . | Ignacio Recalde |
| 4. | Puyat | . | Artemio Arreza, Jr. |
| 5. | Antao | . | Exoperio Pie |
| 6. | Cancavan | . | Ignacio Tocmo |
| 7. | Esperanza | . | Nazario Cuartero |
| 8. | Bunga | . | Polonio Guerrero |

Violently, after 3 months operation as an independent municipality Executive Order No. 197 was revoked and Carmen was again cradled to her mother Municipality of Lanuza. The gloomy atmosphere made the people of Carmen restless and weary to stride another stops for the immediate restoration.

An area of shattered feelings subsequently challenged the intellectuals of the defunct Municipality of Carmen. In spite of the three months existence as an independent municipality, the appointed officials have done their vital function religiously.

Attempts had been made again upon reckoning the living sentiments of the past they couldn't be effaced by a mere vanishing moments. Again, the ambition and ardent desire of the people of Carmen were untouched and left indefinitely sealed waiting for the blessing of time. In 1969, luckily Congressman Jose G. Puyat, Jr. consoled the impaired feelings of the Carmenanons with his bill for the organization of Barangay Carmen, San Vicente, Sta Cruz, Puyat, Antao, Cancavan and Esperanza into an independent municipality with the seat of government to be located at Barangay Carmen. The Puyat bill was passed and expeditionary approved by the lower and upper houses. Eventually, on July 16, 1971, President

Ferdinand E. Marcos signed the bill and became the Republic Act. No.6367. One of the important provisions is that the first municipal officials of the municipality should be elected in general local election.

Eventually, President Ferdinand E. Marcos scheduled an election for local officials on January 30, 1980.

Among the elected officials were:

Hon. Wenceslao R. Arreza	.	Municipal Mayor	(KBL)	
Hon. Dionisio T. Bomedinao	.	Municipal Vice Mayor	-do-	
Hon. Catalina F. Matildo	.	SB Member	-do-	
Hon. Rogelio M. Derigay	.	-do-	-do-	
Hon. Winifredo S. Tocmo, Sr.	.	-do-	-do-	
Hon. Venancia L. Hayagan	.	-do-	-do-	
Hon. Juan S. Banguis	.	-do-	-do-	
Hon. Juan D. Pame	.	-do-	-do-	
Hon. Uldarico T. Garas	.	-do-	-do-	
Hon. Inocentes E. Bigno	.	-do-	-do-	
Hon. Moises L. Tupas, Sr.	.	ABC President	-do-	
Hon. Ma. Theresa A. Aspillaga	.	KB Pres.	-do-	

The first elected municipal officials of the Municipality of Carmen, Surigao del Sur were inducted into office on March 4, 1980.

At the time of its inception Carmen was classified as a 6th Class Municipality with an Annual Income of P 164,230.45 and later in the succeeding years it increased to P 216,624 which is 75% and now the income of the municipality ballooned to P 18,039,300.00 wherein it already belongs to a 5th Class Municipality.

As an independent municipality of which in infrastructure alone it has constructed a total road network of 58.6 kilometers, 96% of the National Highway is already paved with concrete while 65% of the road network in urban area were also paved with concrete. It has constructed several public buildings such as Municipal building, Public Market & Slaughterhouse, Gymnasium and Main Health Center to mention a few.

Presently the plan of the present administration is to develop potential areas intended for tourist spot, it has already started to develop the Open Space for Parks and Recreational Centers. It also focuses

in giving full assistance for agricultural projects such as Pre and Post Harvest facilities, livelihood projects and etc. Health and other social services is also one of the key concerns of the Municipal government. Finally the LGU envisioned Carmen into a develop Agro-Industrial municipality in the next coming years.