



Republic of the Philippines
Province of Surigao del Sur
Municipality of Carmen
OFFICE OF THE MUNICIPAL MAYOR

EXECUTIVE ORDER NO. 03B
SERIES OF 2018

**AN ORDER MANDATING THE RE-ESTABLISHMENT OF A CITIZEN'S CHARTER FOR THE MUNICIPALITY OF CARMEN AND
CREATING THE STEERING COMMITTEE AND TASK FORCE FOR THE PURPOSE**

WHEREAS, the Anti-Red Tape Act of 2007 otherwise known as Republic Act No. 9485 declared the policy of the State to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in government.

WHEREAS, in accordance with this policy, local government units have been mandated by R. A. 9485 to set up service standards to be known as the Citizen's Charter in the form of information billboards which should be posted at the main entrance of offices or at the most conspicuous place, or in the form of published materials written either in English, Filipino, or in the local dialect.

WHEREAS, the leadership advocates the promotion of good local governance through clear, transparent, accountable and responsive public service delivery, which is also espoused by R.A 9485.

WHEREAS, the leadership is aware of the benefits that implementation of a Citizen's Charter brought about to other LGUs and their constituents such as less cost of public service delivery, reduced vulnerability to graft and corruption, availability of feedback mechanism, existence of basis for assessing the performance of the local government and staff, as well as customer satisfaction, equal treatment of customers, availability of complaints and redress mechanism, and opening of opportunity for people participation on service improvement, among others.

WHEREAS, it is the leadership's desire for the Municipality of Carmen, and its constituents, to reap the same benefits as mentioned above through the establishment of its own Citizen's Chapter.

NOW THEREFORE, by virtue of the powers vested upon me as the local chief executive of the Municipality of Carmen, I hereby order the following;

Section 1. Re-establishment of a Citizen's Charter for the Municipality of Carmen. The local government of the Municipality of Carmen shall establish an official document, a service standard, or a pledge, that communicates, in simple terms, information on the services that it provides to its constituents. The said document shall describe the step-by-step procedures for availing a particular service, and the guaranteed performance level that the constituents may expect for that service, and shall include the following information:

- Vision and mission of the government office or agency;
- Identification of the frontline service offered, and the recipients of such services;
- The step-by-step procedure to obtain a particular service;
- The officer or employee responsible for each step;
- The maximum time to conclude the process;
- Document/s to be presented by the client, with a clear indication of the relevancy of said documents/s;
- The amount of fees, if necessary;
- The procedure for filing complaints in relation to requests and applications, including the names and contact details of the officials/channels to approach for redress;
- Allowable period for extension due to unusual circumstances; i.e. unforeseen events beyond the control of concerned government office or agency; and
- Feedback mechanisms, contact numbers to call and/or persons to approach for recommendations, inquiries, suggestions, as well as complaints.

Section 2. Creation of the Steering Committee on the Citizen's Charter Initiative. A Steering Committee on the Citizen's Charter initiative shall be created to serve as primary advisory body to the local chief executive in the overall direction and supervision of the Citizen's Charter Initiatives. The Steering Committee shall be composed of the following:

- Hon. Jane V. Plaza, Mayor, who shall act as the Committee Chairperson;
- Hon. Teofila G. Cabatuan , Vice Mayor;
- Hon. Felixberto A. Ansing, Chairperson of the Committee on Commerce, Trade and Industry of the Sangguniang Bayan
- Engr. Virgilio J. Bomediano, Municipal Planning and Development Coordinator
- Sylvi A. Sumod-ong, Municipal Civil Registrar
- Sharon Fe Tisang, Municipal Social Welfare and Development Officer
- Engr. Jhonamie A. Manawatao, Municipal Engineer
- Nathaniel G. Garas, CPA, Municipal Accountant
- Isabelita C. Ansing, Municipal Budget Officer
- Marilou A. Aspril, Municipal Treasurer
- Rodolfo B. Celada, Municipal Agriculturist
- Dr. Mary Michelle R. Paganpan, Municipal Health Officer
- Alain Cabanillo, Municipal Environment and Natural Resources Officer
- Belinda R. Dico, Municipal Assessor
- Ma. Julina B. Jutilo, SB Secretary
- Catherine A. Arienza, Human Resource Management Officer
- Representative of Carrascal Market Vendors Association

Section 3. Terms of Reference for the Steering Committee. The Steering Committee shall perform the following functions:

- Act as the LCE's advisory council in the overall direction and supervision of the Citizen's Charter initiative's implementation;
- Assist the LCE in setting the goals and objectives of the Citizen's Charter initiative;
- Assist the LCE in the review and refinement of the Citizen's Charter;
- Lead in advocating and lobbying for the institutionalization of the Citizen's Charter to the Sangguniang Bayan/Panlungsod through an appropriate ordinance.

Section 4. Creation of the Task Force on Citizen's Charter Preparation. A Task Force on Citizen's Charter Preparation shall be created to take the lead in the formulation, writing and packaging of the Citizen's Charter. The Task Force shall be composed of the following;

- Engr. Virgilio J. Bomediano, The Municipal Planning and Development Coordinator who shall act as the Task Force Head;
- Merrill Espinido, MLGOO and Catherine A. Arienza, HRMO as Deputy Task Force Heads;
- Sylvi A. Sumod-ong, Municipal Civil Registrar
- Sharon Fe A. Tisang, RSW, Municipal Social Welfare and Development Officer
- Engr. Jhonamie S. Manawatao, Municipal Engineer
- Nathaniel G. Garas, CPA, Municipal Accountant
- Isabelita C. Ansing, Municipal Budget Officer
- Marilou A. Aspril, Municipal Treasurer
- Rodolfo B. Celada, Municipal Agriculturist
- Mr. Mary Michelle R. Paganpan, Municipal Health Officer
- Alain Cabanilla, Municipal Environment and Natural Resources Officer
- Belinda R. Dico, Municipal Assessor
- Ma. Julina B. Jutilo, SB Secretary
- Catherine A. Arienza, Human Resource Management Officer
- Criss Ann R. Desaca, Social Welfare Officer I
- Mary Jane C. Cantutay, Assistant Municipal Treasurer
- Reno A. Arreza, Public Health Nurse
- Jenneth B. Garay, Municipal Dentist
- Emilia S. Trillanes, Senior Midwife
- Maximo D. Guarte, Sanitation Inspector
- Laury P. Lauron, Agriculturist II
- Djoanna T. Saladaga, Planning Assistant
- Engr. Carmelito E. Valeroso, Senior Administrative Asst. III

Section 5. Terms of Reference for the Task Force. Members of the Task Force shall perform the following functions;

- The Department Heads, assisted by one or two of their Senior Staffs, shall lead in the review of their offices' frontline services in terms of procedure, requirements, charges and fees, in the setting of new service standards, and in the conduct of consultative meetings with the consumers or beneficiaries of the services provided by their departments;
- The Department Heads shall also be in charge of writing their office's new procedures, list of requirements, and schedule of charges and fees for submission to the Task Force Head.
- The Task Force Head shall see to it that standards and deadlines with regard to the Citizen's Charter preparation are met, assume responsibility for the review, consolidation and finalization of the published form of the Charter.
- The Deputy Heads, shall assist the Task Force Head in the review and consolidation of the Departments outputs, as well as in the finalization of the Charter.

Section 6. Effectivity. This Executive Order shall take effect immediately.

Done in the Municipality of Carmen, Surigao del Sur, this 15th day of January in the year of our Lord, Two Thousand Eighteen.

JANE V. PLAZA
Municipal Mayor