



Republic of the Philippines  
PROVINCE OF PANGASINAN  
MUNICIPALITY OF BAYAMBANG  
**OFFICE OF THE SANGGUNIANG BAYAN**



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MUNICIPAL ORDINANCE NO. 07,  
SERIES of 2023

**“AN ORDINANCE INSTITUTIONALIZING THE CITIZEN’S CHARTER OF THE MUNICIPALITY OF BAYAMBANG, AND FOR OTHER PURPOSES”**

WHEREAS, the 1997 Constitution of the Philippines declares that a Public Office is a Public Trust and ordains that public officers and employees shall serve with the highest degree of responsibility, integrity, loyalty and efficiency, and shall remain at all times accountable to the people;

WHEREAS, the need to establish an effective system that will eliminate bureaucratic red tape, avert graft and corrupt practices and improve the efficiency of the delivery of government frontline services was boosted by the enactment of Republic Act No. 9485, the Anti-Red Tape Act of 2007;

WHEREAS, Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, was amended by Republic Act No. 11032, An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services;

NOW THEREFORE, on motion of SB Member Jose S. Ramos, duly seconded;

*BE IT ENACTED, by the Sangguniang Bayan of Bayambang in session assembled that:*

**SECTION 1. TITLE.** This Ordinance shall be known as “**Citizen’s Charter of the Municipality of Bayambang.**”

**SECTION 2. COVERAGE.** This Ordinance Shall be Applicable only within the Local Government Unit of the Municipality of Bayambang;

**SECTION 3. DECLARATION OF POLICY.** It is hereby declared the policy 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. Towards this end, the State shall maintain honesty and responsibility among its public officials and employees, and shall take appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, which shall encompass a program for the adoption of simplified procedures that will reduce red tape and expedite transactions in government;

**SECTION 4. DEFINITION OF TERMS.** As used in this ordinance, the following terms are defined as follows:

- a. **Action** – refers to the written approval or disapproval made by the Municipal Government of Bayambang or agency on the application or request submitted by and applicant or requesting party for processing;
- b. **Business One Stop Shop (BOSS)** – a single common site or location, or a single online website or portal designated for the Business Permit and Licensing System (BPLs) of the Municipal Government of Bayambang to receive and process application, receive payments, and issue approved licenses, clearances, permits, or authorization;





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- c. **Business-related transaction** – a set of regulatory requirements that a business entity must comply with to engage, operate or continue to operate a business, such as, but not limited to, collection or preparation of a number of documents, submission to national and local government authorities, approval of application submitted, and receipt of a formal certificate or certificates, permit, licenses which include primary and secondary, clearances and such similar authorization or documents which confer eligibility to operate or continue to operate as a legitimate business;
- d. **Complex transaction** – application or request submitted by applicants requesting parties to a certain office in the Municipal Government of Bayambang which necessitate evaluation in the resolution of complicated issues by an officer or employee of said government office, such transaction to be determined by the office concerned;
- e. **Fixer** – any individual whether or not officially involved in the operation of a government office or agency who has access to people working therein, and whether or not in collusion with them, facilitates speedy completion of transactions for self-advantage or consideration;
- f. **Government Service** – process or transaction between applicants or requesting parties and government offices or agencies involving applications for any privilege, right, reward, license, clearance, permit or authorization, concession, or for any modification, renewal or extension of the enumerated applications or requests which are acted upon in the ordinary course of business of the agency or office concerned in Municipal Government of Bayambang;
- g. **High technical application** – an application which requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation thereof;
- h. **Officer or employee** – a person employed in a government office here at Municipal Government of Bayambang or agency required to perform specific duties and responsibilities related to the application or request submitted by and applicant or requesting party for processing;
- i. **Processing time** – the time consumed or time allotment by an office at Municipal Government of Bayambang from the receipt of an application or request with complete requirements, accompanying documents and payment of fees to the issuance of certification or such similar documents approving or disapproving an application or request;
- j. **Red Tape** – any regulation, rule, or administrative procedure or system that is ineffective or detrimental in achieving its intended objectives and, as a result, produce slow, suboptimal, and undesirable social outcomes;
- k. **Regulation** – any legal instrument that gives effect to the Municipality of Bayambang policy intervention and includes licensing, imposing information obligation, compliance to standards or payment of any form of fee, levy, charge or any other statutory and regulatory requirements necessary to carry out activity; and
- l. **Simple transactions** – applications or request submitted by applicants or requesting parties of a government office or agency which only require ministerial actions on the part of the public officer or employee, or that which only inconsequential issues for the resolution by an officer or employee of Municipal Government of Bayambang.





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SECTION 5. CITIZEN'S CHARTER. Local Government Unit in the municipality shall set up their respective most current and updated service standards to be known as the Citizen's Charter in the form of information billboards which shall be posted at the main entrance of offices or at the most conspicuous place, in their respective websites and in the form of published materials written either in English, Filipino, or in the local dialect, the detail:

- (a) A comprehensive and uniform checklist of requirements for each type of application or request;
- (b) The procedure to obtain a particular service;
- (c) The person/s responsible for each step;
- (d) The Maximum time to conclude the process;
- (e) The document/s to be presented by the applicant or requesting party, if necessary;
- (f) The amount of fess, if necessary; and
- (g) The procedure for filing complaints.

SECTION 6. ZERO-CONTACT POLICY. Except during the preliminary assessment of the request and evaluation of sufficiency of submitted requirements, no government officer or employee shall have any contact, in any manner, unless strictly necessary with any applicant or requesting party concerning an application or request. Once the Information and Communication Technology Office (ICTO) has completed a web-based software enabled business registration system that is acceptable to public and approved by the Municipal Government of Bayambang, all transaction shall be course through such system:

SECTION 7. ACCESSING GOVERNMENT SERVICES. The following shall be adopted by the concerned municipal offices:

1) Acceptance of Application or Requests.

- a) All officers or employees shall accept written applications, request, and/or documents being submitted by applicants or requesting parties of the offices or agencies;
- b) The receiving officer or employee shall perform a preliminary assessment of the application or request submitted with its supporting documents to ensure a more expeditious action the application or request. The receiving officer or employee shall immediately inform the applicant or requesting party of any deficiency in the accompanying requirements, which shall be limited to those enumerated in the Citizen's Charter;
- c) The receiving officer or employee shall assign a unique identification number to an application or request, which shall be the identifying number for all subsequent transactions between the Municipal Government of Bayambang and the applicant or requesting party regarding such specific application request;
- d) The receiving officer or employee shall issue an acknowledgement receipt containing the seal of the agency, the name of the responsible officer or employee, his/her unit and designation, and the date and time of receipt of such application or request;

2) Action of Offices.

- (a) All applications or request submitted shall be acted upon by the assigned officer or employee within the prescribed processing time stated in the Citizen's Charter which shall not be longer than *five (5) working in the case of simple transaction and ten (10) working dates in the case of complex transaction from the date the request and/or complete application or request was received*;





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For application or request involving activities which pose danger to public health, public safety, public morals, public policy, and high technical application, the prescribed processing time shall in no case be longer than *twenty (20) working days* or as determined by the government agency or instrumentality concerned, whichever is shorter.

The maximum time prescribed above may extended only once for the same number of days, which shall be indicated in the Citizen's Charter. Prior the lapse of the processing time, the office agency concerned shall notify applicant or requesting parting in writing of the reason for the extension and final date of release of the government service/s requested. Such written notification shall be signed by the applicant or requesting arty to serve as proof of notice.

If the application or request for license, clearance permit, certification or authorization shall require the approval of the local Sangguniang Bayan as the case may be, the Sanggunian concerned shall be given a *period of forty-five (45) working days* to act on the application or request, which can be extended for another *twenty (20) working days*. If the local Sanggunian concerned has denied the application or request, the reason for the denial, as well as the remedial measure that may be taken by the applicant shall be cited by the concerned Sanggunian.

In cases where the cause of delay is due to force majeure or natural or man-made disaster, which result to damage or destruction of documents, and/or system failure of the computerized or automatic processing, the prescribed processing times mandated in this Act shall be suspended and appropriate adjustment shall be made.

No application or request shall be returned to the applicant or requesting party without appropriate action. In case an application or request is disapproved, the officer or employee who rendered the decision shall send a formal notice to be applicant or requesting party within the prescribed processing time, stating therein the reason for the disapproval. A finding by a competent authority of a violation of any or other laws by the applicant or requesting party shall constitute a valid ground for the disapproval of the application or request, without prejudice to other grounds provided in the Act or other pertinent law;

- 3) **Denial of Application or Request for Access to Government Service** – Any denial of application or request for access to government service shall be fully explained in writing, stating the name of the person making the denial and the grounds upon which such denial is based. Any denial of application or grounds upon which such denial is based. Any denial of application or request is deemed to have been made with the permissions or clearance from the highest authority having jurisdiction over the government office or agency concerned;
- 4) **Limitation of Signatories** – The number of signatories in any document shall be limited to a maximum of three (3) signatures which shall represent officers directly supervising the office or agency concerned: Provided, that in case the authorized signatory is on official business or official leave, an alternate shall be designate as signatory. Electronic signature or pre-signed license, clearance, permit, certification or authorization with adequate security and control mechanism may be used;
- 5) **Electronic Versions of Licenses, Clearances, Permits, Certifications or Authorizations.** – All municipal officers in the municipality of Bayambang shall, when applicable, develop electronic versions of licenses, clearance, permits, certification or authorization with the same level of authority as the signed hard copy, which may be printed by the applicants or requesting parties in the convenience of their offices;





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- 6) Adoption of Working Schedules to Serve Application or Requesting Parties – Head of offices and agencies which render government services shall adopt appropriate working schedules to ensure all applicants or requesting parties who are within their premises prior to the end of official working hours are attended to and served even during lunch break and after regular working hours;

**SECTION 8. TASK FORCE ON LGU OPERATING SYSTEM REENGINEERING.**

- 1) There is hereby created Task Force in LGU Operating System Reengineering to take the lead in establishing and maintenance of the Municipal Citizen's Charter, composed of the following:
- Head of Office, preferably the Municipal Administrator under the office of the Mayor, as Head;
  - Head of Office/ Department with frontline service
- 2) Specifically, the Task Force shall perform the following functions:
- Conduct periodic reviews of frontline services, procedural steps, requirements, charges, and fees as well as set service standards;
  - Conduct Consultative Meetings with clients or beneficiaries of frontline service to ensure the responsiveness of the Citizen's Charter to the stakeholder's needs and demands;
  - Assist in local policy development to ensure transparency, accountability, and responsiveness of frontline services of the LGU; and
  - Conduct values Orientation/Department Program of the LGU for its Officials and Employees.

**SECTION 9. MANDATORY SERVICE STANDARDS.** The Local Chief Executive (LCE) shall ensure that the following frontline service shall be complied with:

- Duration of processing:**
  - Ministerial requests/applications- not more than (5) working days.
  - Discretionary or Complex transactions- not more than ten (10) working days
- Number of signatories per transaction- not more than five (5) signatories;
- All and every client shall be attended to and treated with the utmost respect and courtesy;
- Posting on a special Bulletin Board at the entrance of Municipal Hall the essential information on each frontline service to guide clientele such as step-by-step process, Accountable Officer or Employee, documentary requirements, service fee, if any, maximum time of processing, etc.;
- Print copies of the above essential information in leaflets brochures, etc., in English, Filipino, and Local dialect readily available at the Public Assistance and Grievance Desk; and
- Compulsory wearing of IDs by Officers and Employees while engaged in the provision of frontline service;
- Failure/refusal to attend to a client who is within the premises of the Office concerned prior to the end of official working hours and lunch breaks;
- Failure to give the client a written notice of the disapproval of his application or request and the reason for such disapproval;
- Imposition of additional requirements, fees or charges other than those listed in the Citizen's Charter;
- Discourtesy to a client; and
- Violation of the Mandatory Service Standards.





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After compliance with the substantive and procedural due process, the violations of this Ordinance shall be penalized, as follows:

- i. **FIRST OFFENSE**- 60 days suspension without pay and mandatory attendance in Values Orientation Seminar;
- ii. **SECOND OFFENSE**- Three (3) months suspension without pay; and
- iii. **THIRD OFFENSE** – Dismissal and perpetual disqualifications from Public Office.

**SECTION 10. FIXING.**

- 1) Fixing is hereby declared a grave offense of LGU Officers and Employees involved and shall, after due process, be penalized with dismissal and perpetual disqualification from public office without prejudice to prosecution for criminal and civil liabilities under Ra 9485 and other laws;
- 2) Fixing is the act that involves the facilitation of transactions relative to the frontline service for pecuniary gain or other advantage committed by a person and/or with collusion or connivance with an Official/Employee of the LGU.

**SECTION 11. RESPONSIBILITY OF HEAD OF OFFICE.** Heads of the LGU Office providing frontline services shall perform the following duties and responsibilities:

- 1) Determine the frontline service of his office
- 2) Determine/assign the signing officer in his absence;
- 3) Undertake to reengineer of transaction system and procedures;
- 4) Assign personnel of his office their tour of duty in the Citizen's Charter;
- 5) Define the service standards, standard form, documentary requirements, procedural steps, etc. for the frontline services of his office;
- 6) Act on customer feedback regarding the frontline service of his office; and
- 7) Ensure that his/her personnel perform diligently their assigned tasks in the provision of the frontline services.

**SECTION 12. DISCIPLINING AUTHORITY.**

- 1) Complaints against LGU providers of frontline services shall be filed with the LCE pursuant to 84 to 88 of RA 7160;
- 2) Complaints against LGU head of Office who fails in his/her exercise of extra-ordinary diligence as a supervisor of erring Officer/Employee in Section 10 hereof shall, likewise, be filed with the LCE;

**SECTION 13. PUBLIC ASSISTANCE AND GRIEVANCE SYSTEM-** This is hereby created a Public Assistance and Grievance Desk manned by a responsible LGU officer/Employee who shall encourage clients to accomplish the appropriate feedback form containing comments and suggestions on the LGU's frontline service to deposit in a box designed for the purpose established at the receiving portion of the LGU Hall. Said box shall be opened at the end of the office duty hours daily by the Chairman of the Task Force who shall, within 24 hours from referral.





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The Municipal Mayor may issue supplemental implementing rules not inconsistent with this Ordinance and RA 9485.

**SECTION 14. SUPPLETORY APPLICATION CAUSE-** The provision of Republic Act 7160 and Republic Act 9485 shall be applied suppletorily to this Ordinance.

**SECTION 15. SEPARABILITY CLAUSE.** In the event that any part or provision of this Ordinance is held unconstitutional or invalid, other parts or provisions not otherwise affected shall remain in full force and effect.

**SECTION 16. REPEALING CLAUSE.** All other ordinances or provisions thereof inconsistent herewith are hereby repealed or modified accordingly.

**SECTION 17. EFFECTIVITY.** This Ordinance shall take effect upon its approval.

Enacted this 13<sup>th</sup> day of June 2023.





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*"AN ORDINANCE INSTITUTIONALIZING  
 THE CITIZEN'S CHARTER OF THE  
 MUNICIPALITY OF BAYAMBANG, AND  
 FOR OTHER PURPOSES"*

HON. PHILIP R. DUMALANTA  
*Municipal Councilor*

~~ABSENT~~  
 HON. BENJAMIN FRANCISCO S. DE VERA  
*Municipal Councilor*

HON. JOSE S. RAMOS  
*Municipal Councilor*

HON. AMORY M. JUNIO  
*Municipal Councilor*

HON. GERARDO DC. FLORES  
*Municipal Councilor*

HON. MARTIN E. TERRADO II  
*Municipal Councilor*

HON. LEVINSON NESSUS M. UY  
*Municipal Councilor*

HON. RODELITO F. BAUTISTA  
 President, Liga ng mga Barangay  
*Ex-Officio Member*

~~ABSENT~~  
 HON. GABRIEL TRISTAN P. FERNANDEZ  
 President, SK Federation  
*Ex-Officio Member*

*Certified correct:*

JOEL V. CAMACHO  
 Secretary to the Sanggunian

*ATTESTED:*

HON. MYLVIN T. JUNIO  
 Acting Presiding Officer

*APPROVED*

HON. MARY CLARE JUDITH PHYLLIS JOSE-QUIAMBAO  
 Municipal Mayor

