



MUNICIPAL MAYOR OF BAYAMBANG

EXECUTIVE ORDER NO. 003 SERIES OF 2017

AN ORDER MANDATING THE ESTABLISHMENT OF A CITIZEN'S CHARTER FOR THE MUNICIPALITY OF BAYAMBANG AND CREATING THE STEERING COMMITTEE AND CITIZEN'S CHARTER TEAM (CCT) FOR THE PURPOSE.

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

WHEREAS, in accordance with this policy, local government units have been mandated by RA 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 places, 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 government through clear, transparent, accountable and responsive public service, which is also espoused by RA 9485;

WHEREAS, the national leadership is aware that implementation of the Citizen's Charter would bring about to LGUs and their constituents benefits 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 to customers, availability of complaints and redress mechanism, and opening of opportunity for people participation on service improvement among others;





MUNICIPAL MAYOR OF BAYAMBANG

WHEREAS, it is the local administration's desire for the municipality of Bayambang and its constituents, to reap the same benefits as mentioned above through the establishment of its own Citizen's Charter;

NOW THEREFORE, by virtue of the powers vested upon be by law as the Local Chief Executive of the Municipality of Bayambang, I hereby order the following:

Section 1. Establishment of Citizen's Charter for the Municipality of Bayambang. The local government of the Municipality of Bayambang shall establish and publish a service-standard or a pledge to be known as Citizen's Charter which shall described the step-by-step procedures for availing of particular services which shall include the following information:

- Vision and mission of the government office or agency;
- Identification of the frontline services offered and the recipients of such services;
- The step-by-step procedure to obtain a particular service;
- The officer of employee responsible for each step;
- The maximum time to conclude the process;
- Document/s to be processed by the client, with a clear identification of the relevancy of said documents;
- The amount of fees, if necessary.
- The procedure for filing complaints in relation to request 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 for 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.



MUNICIPAL MAYOR OF BAYAMBANG

2. Creation of the Steering Committee on the Citizen's Charter

A Steering Committee on the Citizen's Charter shall be created to serve as primary advisory body to the local chief executive in the over-all direction and supervision of the Citizen's Charter initiative. The Steering Committee shall be composed of the following:

Committee Chairman - **Dr. Cezar T. Quiambao**
Municipal Mayor

Committee Vice-Chairman - **Hon. Raul R. Sabangan**
Municipal Vice Mayor

Committee Members - **Hon. Benjamin Francisco S. de Vera**
Sangguniang Bayan Member

Hon. Philip R. Dumalanta
Sangguniang Bayan Member

Hon. Junie J. Angeles
Sangguniang Bayan Member

Hon. Amory M. Junio
Sangguniang Bayan Member

Atty. Rodelynn Rajini A. Sagarino
Municipal Administrator

Ma-Lene S. Torio
OIC-MPDC

Luisita B. Danan
MTO

Ismael D. Malicdem
MCR



MUNICIPAL MAYOR OF BAYAMBANG

Dr. Paz F. Vallo
MHO-RHUI

Dr. Adrienne A. Estrada
RHP-RHUII

Corazon Quiambao
Pres. Meat Vendors Assoc.

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

- a. Act as the advisory council in the over-all direction and supervision of the Citizen's Charter formulation and implementation;
- b. Assist the Local Chief Executive (LCE) in setting the goals and objectives of the Citizen's Charter initiative;
- c. Assist the LCE in the review and refinement of the Citizen's Charter;
- d. Lead in advocating and lobbying for the institutionalizing of the Citizen's Charter to the Sangguniang Bayan through an appropriate ordinance.

Section 4. Creation of the Citizen's Charter Preparation Team

A Citizen's Charter Team (CCT) is hereby created to take the lead in the preparation, formulation, writing and packaging of the Citizen's Charter. The CCT shall be composed of the following:

Citizen's Charter Head	-	Atty. Rodelynn Rajini A. Sagarino Municipal Administrator
Deputy CCT Head	-	Nora R. Zafra HRMO
Deputy CCT Head	-	Ma-Lene S. Torio OIC-MPDC



MUNICIPAL MAYOR OF BAYAMBANG

CCT Members

Engr. Eddie A. Melicorio
Municipal Engineer

Ismael D. Malicdem
MCR

Luisita B. Danan
MTO

Elsie C. Dulay
OIC-Municipal Accounting

Dr. Paz F. Vallo
MHO-RHUI

Dr. Adrienne A. Estrada
RHP- RHUII

Annie E. de Leon
Municipal Assessor

Peter B. Caragan
Municipal Budget Officer

Lerma D. Padagas
MSWDO

Lady Philipina B. Duque
Public Health Nurse

Grace O. Abiang
Public Health Nurse

Pelagia R. Papio
MTO Staff

Eduardo G. Yusilon
MPDO Staff



MUNICIPAL MAYOR OF BAYAMBANG

Section 5. Terms and Reference for the CCT

Officers and members of the CCT shall perform the following functions:

- a. The department heads, assisted by one or two of their senior staff, 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;
- b. The department head shall also be in charge of writing their offices' new procedures, list of requirements, and schedule of charges and fees for submission to the CCT head;
- c. The CCT 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;
- d. The CCT may invite representatives from government agencies, non-government and people's organizations for purposes of consultation and/or refinement of the proposed Citizen's Charter;
- e. The Deputy CCT Heads shall assist the CCT Head in the review and consolidation of the department outputs, as well as the finalization of the Citizen's Charter.

Section 6. Effectivity. This Executive Order shall take effect immediately. Done at Bayambang, Pangasinan this 12th day of January 2017.


DR. CEZAR T. QUIAMBAO
Municipal Mayor



WORLD RECORD HOLDER
LONGEST BARBEQUE