

**EXCERPT FROM THE JOURNAL OF THE REGULAR SESSION OF THE SANGGUNIANG BAYAN OF GERONA, HELD AT THE SESSION HALL, ON MONDAY, 07 JULY 2014 AT 9:00 A.M.**

**PRESENT:**

Hon. Holden N. Sembrano	- Vice Mayor and Presiding Officer
Hon. Agerico S. Batenga	- Municipal Councilor
Hon. Edwin R. Yamoyam	- -do-
Hon. Eufrocino A. Bartolome, Jr.	- -do-
Hon. Pacifico L. Agudo	- -do-
Hon. Daisy Diamsay-Mamba	- -do-
Hon. Raul P. Cruz	- -do-
Hon. Leopoldo S. Trivinio	- -do-
Hon. Ronnie R. Jumawid, Sr.	- ABC President

**ABSENT:**

Hon. Eloy C. Eclar	- Municipal Councilor
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**ORDINANCE NO. 447**

Series of 2014

**AN ORDINANCE**

**UPDATING ORDINANCE NO. 388, SERIES OF 2009, ENTITLED “AN ORDINANCE STRENGTHENING PEOPLE PARTICIPATION IN LOCAL GOVERNANCE BY ESTABLISHING MECHANISM OF TRANSPARENCY THROUGH THE INSTITUTIONALIZATION OF THE CITIZEN’S CHARTER IN THE MUNICIPALITY OF GERONA, IN COMPLIANCE TO THE REPUBLIC ACT 9485 OTHERWISE KNOWN AS ANTI-RED TAPE ACT OF 2007, PROVIDING FUNDS THEREOF AND FOR OTHER PURPOSES.”**

**WHEREAS**, as stated in Article II, section 27 of the 1987 Constitution, the state shall maintain honesty and integrity in the public service and shall take positive and effective measures against graft and corruption;

**WHEREAS**, the Anti-Red Tape Act of 2007, otherwise known as the Republic Act No. 9485, declared it 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 the 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 Citizens’ Charter in the form on 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, reduce 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 the opportunity for people participation on service improvement, among others;

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

**Section 1. Title.** This Ordinance shall be known as the "Citizen's Charter Ordinance of the Municipality of Gerona".

**Section 2. Declaration of Policy.** It is hereby declared the policy of the Municipality of Gerona 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 the government. Towards this end, the Municipality of Gerona 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 the municipal government.

**Section 3. Coverage.** This ordinance shall apply to all Municipal Offices and Employees.

**Section 4.** Establishment of a Citizens' Charter for the Municipality of Gerona – The local government of the Municipality of Gerona 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 prescribe the step-by-step procedures for availing of a particular service, and the guaranteed performance level that the constituents may expect for that service, and shall include the following information:

- a. Vision and mission of the government office or agency;
- b. Identification of the frontline services offered, and the recipients of such services;
- c. The step-by-step procedure to obtain a particular service;
- d. The officer or employee responsible for each step;
- e. The maximum time to conclude the process;
- f. Document/s to be presented by the client, with a clear indication of the relevancy of said document/s;
- g. The amount of fees, if necessary;
- h. 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;
- i. Allowable period for extension due to unusual circumstances i.e unforeseen events beyond the control of government office or agency concerned; and

- j. Feedback mechanisms, contact numbers to call and/or persons to approach for recommendations, inquiries, suggestions, as well as complaints.

**Section 5.** Form – The Citizen’s Charter shall be in a;

- a. Billboard
- b. Bookform
- c. Handouts/Flyers

**Section 6. Dissemination.** The Local Government shall be responsible for the dissemination and introduction of the Citizen’s Charter to all the constituents and stakeholders in the municipality.

**Section 7. Review.** The Citizen’s Charter shall be reviewed every two (2) years for any improvement, inclusion, amendment or update to its provisions.

**Section 8. Penalty Clause.** Any person who violates any provision of this ordinance shall be prosecuted against in accordance with the penalties imposed by the Anti-Red Tape Act of 2007, otherwise known as the Republic Act No. 9485

**Section 9 Funding.** The funding amount of One Hundred one Thousand Pesos (P101,000.00) shall be sourced out from Maintenance, Operating, and Other Expenses (MOOE) for calendar year 2014.

**Section 10. Separability Clause.** If any provision of this ordinance shall be declared invalid or unconstitutional, such declaration shall not affect the validity of the provisions of this ordinance.

**Section 11. Effectivity.** This ordinance shall take effect shall take effect ten (10) days after its posting in conspicuous places in the municipality.

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I certify that the above quoted ordinance was unanimously approved by this Sanggunian during its regular session held on 07 July 2014.

**JECIEL M. IGLESIA**  
Secretary to the Sangguniang Bayan

**ATTESTED TO BE DULY ENACTED:**

**HOLDEN N. SEMBRANO**  
Municipal Vice Mayor and Presiding Officer

**APPROVED:** \_\_\_\_\_, 2014

**DENNIS NORMAN T. GO**  
Municipal Mayor