



Republic of the Philippines  
Province of Isabela  
**MUNICIPALITY OF PALANAN**

Orw  
5-20-19

**OFFICE OF THE SANGGUNIANG BAYAN**

Literal Copy of **Municipal Ordinance No. 2019-05** approved by the Sangguniang Bayan of Palanan, Isabela in its Special Session on **April 3, 2019** held at the SB Session Hall, this Municipality.

**MUNICIPAL ORDINANCE NO. 2019-05**

**AN ORDINANCE AMENDING MUNICIPAL ORDINANCE NO. 2009-18, SERIES OF 2009, INSTITUTIONALIZING THE CITIZEN'S CHARTER OF THE MUNICIPALITY OF PALANAN, ISABELA AND FOR OTHER PURPOSES.**

Be it enacted by the Sangguniang Bayan of Palanan, that:

**SECTION 1- TITLE.** This Ordinance shall be known as the *"Citizen's Charter of the Municipality of Palanan, Isabela"*.

**SECTION 2. PURPOSE.** This Ordinance seeks to institutionalize in the Municipal Government's Operating System a mechanism to ensure transparency and accountability in the provision of quality frontline services to its clientele in compliance to Republic Act 7160, otherwise known as "The Local Government Code of 1991" and Republic Act 9485, otherwise known as "Anti-Red Tape Act of 2007".

**SECTION 3. DECLARATION PRINCIPLES-** This Ordinance is anchored and shall be implemented pursuant to the following principles:

- a) Transparency and Accountability in the provision of frontline services by the Local Government Bureaucracy;
- b) Customer-friendly, more effective and efficient provision of frontline services; and
- c) The supremacy of Public Trust and Welfare.

**SECTION 4. DEFINITION OF TERMS** – The following terms used in this Ordinance shall be accorded the appropriate meaning as follows:

**" ACTION"** – refers to the written approval or disapproval made by a Local Government Office of the LGU on the application or request submitted by a client for processing.

**"CITIZEN'S CHARTER"** – refers to an official document, a service standard, or a pledge or commitment that communicates information on the frontline services provided by the LGU to the public. It describes the procedural steps for availing a particular frontline service, and the guaranteed performance level that they expect for that service.

**" COMPLEX TRANSACTION"** – refers to request or application submitted by clients of the LGU office which necessitates the use of discretion or judgment in the resolution of complicated issues by an Officer or Employee of said LGU, such transaction to be determined by the LGU Office concerned.

**"FIXER"** - refers to any individual, whether or not officially involved in the operation of the LGU who has access to people working therein, and whether or not in collusion with them, facilitates speedy completion of transactions for pecuniary gain or any other advantage or consideration.

**"FIXING"** – refers to the act that involves undue facilitation of transactions for pecuniary gain or advantage.

**" FRONTLINE SERVICE"**- refers to the process or transaction between client and the LGU involving the applications for any privilege, right, permit, reward, license, concession, or for any modification, renewal or extension of the above-enumerated application and/or request which are acted upon in the ordinary course of business of the LGU Office concerned.

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**"PUBLISHED MATERIALS"**- refer to printed, computer-generated, or photo-copied materials and procedural manuals, flowcharts, made available to the public or uploaded in the Official LGU Website, containing the basic information on accessing the frontline services of the LGU.

**"SIMPLE TRANSACTION "** – refers to requests or applications submitted by clients to an LGU Office that only requires ministerial action on the part of the Public Officer or Employee, or that which present only inconsequential issues for the resolution by an Officer or Employee of said LGU Office.

**SECTION 5. CONTENTS OF THE CITIZEN'S CHARTER.** There is hereby amended information and portions in the Municipal Citizen's Charter containing the following information:

- a) Vision and Mission of the LGU;
- b) Frontline services committed to the Public to include the *Business Permit and Licensing System (BPLS), has three (3) steps in the New Business and Business Renewals, Municipal Disaster Risk Reduction Management (MDRRM) System and Supply Office (SO) System;*
- c) Officer or Employee responsible/ accountable in all Department/Offices concerned;
- d) Amount and description of fees provided in the *2017 Revised Revenue Code of this Municipality;*
- e) Modifying the procedural steps in the process or transactions between the client and the Local Government involving applications for any privilege, right, permit, reward, license, concession, or for any modification, renewal or extension of the above-enumerated applications and/or request which are acted upon in the ordinary course of business of the LGU office concerned.

**SECTION 6. TASK FORCE ON LGU OPERATING SYSTEMS REENGINEERING.**

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

**SECTION 7. MANDATORY SERVICE STANDARDS.** The Local Chief Executive (LCE) shall ensure that the following frontline service standards shall be complied with:

- a) Duration of processing:
  - i) Ministerial requests/applications - not more than five (5) working days.
  - ii) Discretionary or Complex Transactions – not more than ten (10) working days
- b) Number of signatories per transaction – not more than five (5) signatories
- c) All and every client shall be attended to and treated with utmost respect and courtesy;
- d) Posting in special Bulletin Board at the entrance of the Municipal Hall the essential information on each frontline services to guide clientele such as step by step process, Accountable Officer or Employee, documentary requirements, service fee, if any, maximum time of processing, etc.;
- e) Print copy 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
- f) Compulsory wearing of IDs by Officers and Employees while engaged in the provision of frontline services.

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- 3) Failure /refusal to attend a client who are within the premises of the Office concerned prior to the end of official working hours and lunch breaks;
- 4) Failure to give the client a written notice of the disapproval of his application or request and the reason for such disapproval;
- 5) Imposition of additional requirement, fee or charge other than those listed in the Citizen's Charter;
- 6) Discourtesy to a client; and
- 7) Violation of the Mandatory Service Standards.

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

**FIRST OFFENSE** - 60 days suspension without pay and mandatory attendance in Values Orientation Seminar.

**SECOND OFFENSE** – Three (3) months suspension without pay; and

**THIRD OFFENSE** – Dismissal and perpetual disqualification from Public Office.

**SECTION 9. FIXING.**

- a) 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;
- b) Fixing is the act that involves facilitation of transactions relative to the frontline services for pecuniary gain or other advantage committed by a person and/or with collusion or connivance with an Official/Employee of the LGU.

**SECTION 10. RESPONSIBILITY OF HEAD OF OFFICE.** Head 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 reengineering of transaction systems and procedures;
- 4) Assign personnel of his office their tour of duty in the Citizen's Charter;
- 5) Define the service standards, standard forms, documentary requirements, procedural steps, etc. for the frontline services of his Office;
- 6) Act on customer feedback regarding the frontline services of his office; and
- 7) Ensure that his/her personnel perform diligently their assigned tasks in the provision of the frontline services.

**SECTION 11. DISCIPLINING AUTHORITY.**

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

**SECTION 12. PUBLIC ASSISTANCE AND GRIEVANCE SYSTEM-** There 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 services to deposited 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 office hours daily by the Chairman of the Task Force who shall, within 24 hours from referral.

**SECTION 13. MANDATORY REVIEW.** There shall be a mandatory annual review and when

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

**SECTION 15. INCENTIVE AWARDS.** The Municipal Mayor shall provide incentive awards to encourage Officers and Employees to perform their duties and responsibilities in the implementation of the Citizen's Charter.

**SECTION 16. FUNDING AND APPROPRIATION.** The Municipal Government shall appropriate in its Annual Budget sufficient funds to sustain, improve and update the Citizen's Charter.

**SECTION 17. SUPPLEMENTARY APPLICATION CALUSE** – The provisions of Republic Act 7160 and Republic Act 9485 shall be applied suppletorily to this Ordinance.


**SECTION 18. REPEALING CLAUSE.** All Ordinances, Executive Orders inconsistent herewith are hereby repealed or modified accordingly,

**SECTION 19. SEPARABILITY CLAUSE.** If any provisions of this Ordinance is declared by Competent Court to be invalid, other provisions not included in such declaration shall remain effective.


**SECTION 20. EFFECTIVITY CLAUSE.** This Ordinance shall take effect immediately upon approval.

**ENACTED:** April 3, 2019.

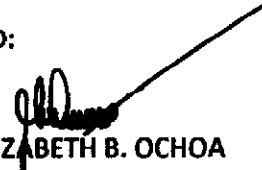
I hereby certify to the correctness of the foregoing Ordinance, which was duly enacted by the Sangguniang Bayan during its Special Session on April 3, 2019.

  
**NELIA ALAMO PLATA**  
*Secretary to the Sanggunian*

**ATTESTE & CERTIFIED  
TO BE DULY ENACTED:**

  
**SATURNINA B. CABALDO**  
*Municipal Vice Mayor*

**APPROVED:**

  
**ELIZABETH B. OCHOA**  
*Municipal Mayor*  
04-09-19