



Republic of the Philippines
Province of Benguet
Municipality of Itogon

Office of the Municipal Mayor

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MAYOR

EXECUTIVE ORDER NO. 14-03
Series of 2014

AMENDING THE SERVICE STANDARD KNOWN AS CITIZENS CHARTER FOR THE MUNICIPALITY OF ITOGON, BENGUET, AND RE-ORGANIZING 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 it the policy of the State to promote Integrity, accountability, proper management of public property as well as to establish effective practice 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, it is the leadership's desire for the Municipality of Itogon, Benguet and its constituents, to reap the same benefits as mentioned above through the establishment of its own Citizen's Charter.

WHEREAS, there is a need to amend the Citizen's Charter of the Municipality of Itogon, Benguet, and re-organize its Steering Committee and Task Force due to the change of Administration.

NOW THEREFORE, I, ATTY. VICTORIO T. PALANGDAN by virtue of the powers vested upon me as the Local Chief Executive of the Municipality of Itogon, Benguet, hereby order the following:

Section 1. Amendment of the Citizen's Charter of the Municipality of Itogon, Benguet. The Local Government Unit (LGU) of Itogon Benguet has established an official document, a service standard, or a pledge, that communicates, in simple terms, information on the services that it provides to constituents. The said document shall describe the step-by-step procedures for availing of a particular service, and the guaranteed performance level that the constituents may expect for the service, which shall include the following for amendment;

- 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 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 relevance of said document/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 government office or agency concerned and
- Feedback mechanisms, contact numbers to call and/or persons to approach for recommendations, inquiries, suggestions, as well as complaints.

Section 2. *Re-organization of the Steering Committee on the Citizen's Charter.* The Citizen's Charter Steering Committee shall be re-organized to serve as the primary advisory body to the Local Chief Executive in the overall direction and supervision of the Citizen's Charter Initiative. The Steering Committee shall be composed of the following:

- ☞ ATTY. VICTORIO T. PALANDAN Committee Chairperson
- ☞ HON. ADRIANO R. CARANTES JR. Municipal Vice Chairman

MEMBERS:

- ☞ MR. ALOYSIUS G. KATO Municipal Administrator
- ☞ HON. FLORDELIZA G. DEPAYSO Chairman, Committee on Trade and Industry
- ☞ MS. ANGELA C. CARIÑO Municipal Treasurer
- ☞ MS. VERONICA K. COMISING Municipal Budget Officer
- ☞ MS. FARIDA D. ROMILLO Municipal Accountant
- ☞ MR. EDWIN E. GOLINGAB Municipal Assessor
- ☞ MS. NORA M. SANIL Municipal Civil Registrar Officer
- ☞ ENGR. CHARLIE M. GAYASCO Municipal Engineer
- ☞ ENGR. IMELDA F. NUGUID Mun. Planning & Development Coordinator
- ☞ MR. JAMES S. SERGIO SB Secretary
- ☞ DR. OLIVER P. GUADAÑA Municipal Health Officer
- ☞ DR. PRUDENCIO B. PEDRO Municipal Agriculturist
- ☞ MS. GRACE O. POCSOL Mun. Social Welfare Development Officer
- ☞ MS. MARLEEN M. GUERZON Facilitator, LGOO VI, DILG

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 through an appropriate ordinance

Section 4. *Re-organizing 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:

- ☞ Ms. Eusebia T. Fianza Task Force Head

MEMBERS:

- ☞ Ms. Lida G. Tupeng Administrative Aide III (Clerk I)
- ☞ Ms. Rowena C. Cariño Administrative Aide VI (Clerk III)
- ☞ Ms. Carie T. Kimayong Local Legislative Staff Officer I
- ☞ Ms. Anafe G. Diwas Administrative Aide III (Clerk I)


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 Staff, shall lead in the review of their offices' frontline services based on the 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 prepare their offices' 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 Charter.
- The Deputy Heads shall assist the Task Force 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.

ISSUED this 18th day of June 2014 at Itogon, Benguet, Philippines.


ATTY. VICTORIO T. PALANGDAN
Municipal Mayor

Cf:

-all concerned
-file