



Republic of the Philippines
Province of Iloilo
MUNICIPALITY OF BINGAWAN



SANGGUNIANG BAYAN

EXCERPT FROM THE MINUTES OF THE 32nd REGULAR SESSION OF THE 13th SANGGUNIANG BAYAN OF THE MUNICIPALITY OF BINGAWAN, PROVINCE OF ILOILO, HELD AT THE SANGGUNIANG BAYAN SESSION HALL ON FEBRUARY 8, 2017.

Present:	Hon. Matt P. Palabrica, Ph.D.	Vice Mayor/ Presiding Officer
	Hon. Jose C. Rabago, Jr.	SB Member
	Hon. Lorens M. Belloga	SB Member
	Hon. Nemesio A. Cachite	SB Member
	Hon. Ted Peter P. Plagata	SB Member
	Hon. Jofe C. Celeste	SB Member
	Hon. Eduardo A. Dalipe	SB Member
	Hon. Leovy C. Simora	SB Member
Absent:	Hon. Perceval T. Girao	SB Member/Liga President (O.B.)
	Hon. Joy L. Quimba	SB Member

**MUNICIPAL ORDINANCE NO. 234
(Series of 2017)**

AN ORDINANCE ENACTING THE CITIZENS CHARTER OF THE MUNICIPALITY OF BINGAWAN, PROVINCE OF ILOILO.

[Principal Sponsor: HON. LEOVY C. SIMORA]

[Co-Sponsor: Committee on Good Government, Public Ethics & Accountability]

Section 1. Title. This ordinance shall be known and cited as the citizens charter Ordinance of 2017.

Section 2. Declaration of Policy - It is hereby declared the policy of the local government of Bingawan, Iloilo 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. It also aimed to maintain honesty and responsibility among public officials and employees and containing best practice in transparency and accountability. This program may introduce a simplified form of procedures that will reduce red tape and even expedite transactions in government.

Section 3. Coverage - This ordinance shall apply to all departments both local, provincial and national officials stationed in Bingawan, Iloilo.

Section 4. Definition of terms - As used in the ordinance- the following terms and defined as follows:

(a.) Simple Transactions - refer to requests or transaction or application submitted by clients which requires only ministerial actions on the part of public officer or employee;

(b.) Complex transactions - refer to requests or application submitted by clients which necessitate the use of discretion in the resolution of complicated issues by an officer or employee of the said government office, such transactions to be determined by the office concerned;

(c.) Frontline Services - refer to the process or transaction between clients and the government officers or agencies involving application for any privilege, right, permit, new

and, licensed, concession, or for any medication, renewal or extension of the enumerated application and/or request which are acted upon in the ordinary course of business of the agency or office concerned;

(d.) "Action" - refers to the written approval or disapproval made by a government office or agency on the application or request submitted by a client processing;

(e.) Officer or Employee - refers to a person or employee in a government office or agency required to perform specific duties and responsibilities related to the application or request submitted by a client for processing; and

(f.) "Fixer" - refers to any individual whether or not officially involved in the operation of government office or agency who has access to people working therein facilities speedy completion of transaction for pecuniary gain or any other advantage or consideration.

Section 5. Citizens Charter - All department and offices stationed in Bingawan, Iloilo shall set up their respective services standards to be known as Citizens Charter in a form of information billboards which should be posted at the main entrance of offices or at the most conspicuous place, and in a form of published materials written either in English, Filipino or in local dialect, that detail:

- a.) The procedure to obtain a particular service;
- b.) The person/s responsible for each step;
- c.) The maximum time to conclude the process;
- d.) The document/s to be presented by the client, it necessary;
- e.) The amount of press: if necessary; and
- f.) The procedure for filing complaint.

Section 6. Accountability of the Heads of Offices - The Heads of Offices shall be held accountable to the public in rendering fast, efficient, convenient and reliable service. Farther, shall adopt the following frontlines services, to wit:

(a.) Acceptance of Applications and requests - All officers and employees shall accept written applications and request submitted by clients, shall acknowledge the application through receipts, and perform preliminary assessment of the same to promote more expeditious actions on request;

(b.) Actions of Offices - Simple transactions shall be acted within five (5) working days while ten (10) working days on complex transactions. The office may in the form of writing, notify the requesting party stating the reason(s) for extension of time of the release of the requested document. No application or request shall be returned to client without appropriate action. In case(s) may be application is disapproved the officer shall send formal notice to the client within five (5) working days;

(c.) Denial of Request for Access of Government Service - Any denial of request shall fully explained in writing, stating the name of the person making the denial and grounds upon which such denial is based;

(d.) Limitations of Signatories - The number of signatories in any document shall limit to a maximum of five (5) signatories which shall represent officers directly supervising the office concerned;

(e.) No Noon Break - Client shall be served and entertained even during lunch break and be the priority in the office premises;

(f.) Identification Card - All employees at all times shall wear their identification cards provided by the local government;

(g.) Establishment of Public Assistance/Complain Desk- The local government shall establish the same;

Section 7. Violations - After compliance with the substantive and procedural due process the following shall constitute violations of this ordinance together with their corresponding penalties:

a.) Light Offense - refers to:

1.) Refusal to accept application and/or request within the prescribed period or any document being submitted by client;

2.) Failure to act on application request or failure to refer back to client a request which cannot be acted due to lack of document(s) within prescribed period;

3.) Failure to attend clients within office premise even during lunch break;

4.) Failure to render frontline services within the prescribed period of time; and

5.) Imposition of additional irrelevant requirements other than those listed in the first notice;

Penalties for Light Offense - The Municipal Mayor may recommend to Office of Civil Service Commission the following, to wit:

First Offense - Thirty (30) days suspension without pay and mandatory attendance in Values Orientation Program;

Second Offense - Three (3) months suspension without pay; and

Third Offense - Dismissal and perpetual disqualification form public service.

b.) Grave Offense - Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage.

Penalty - The Municipal Mayor may recommend to the Office of Civil Service Commission the penalty of Dismissal and perpetual disqualification from public service.

Section 8. Criminal Liabilities for Fixers - Fixers as defined in sec. 4 (g) of this ordinance shall be penalized with a fine of Two Thousand Five Pesos (P2,500. 00) or imprisonment of not more than six (6) months or both at the discretion of the court.

Section 9. Separability Clause - If any provision of ordinance shall be declared invalid or unconstitutional, such declaration shall not affect the validity of the remaining provisions of this ordinance.

Section 10. Repealing Clause - All laws and issuances which are inconsistent with the provisions of this ordinance is hereby repealed and modified accordingly.

Section 11. Effectivity - This ordinance shall take effect on the day following its posting in the bulletin board at the entrance of the Municipal Hall and in at least two (2) other conspicuous places in the municipality for a minimum period of three (3) consecutive weeks and after publication in a newspaper of general circulation in the Province of Iloilo.

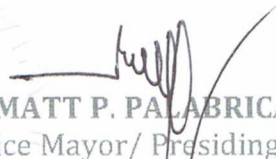
ENACTED, this 8th February 2017.

I HEREBY CERTIFY to the veracity of the above-quoted ordinance.

CERTIFIED CORRECT:


JULIO C. CASTIGADOR
SB Secretary

ATTESTED:


MATT P. PALABRICA, Ph.D.
Vice Mayor/ Presiding Officer

APPROVED:


MARK P. PALABRICA
Municipal Mayor
Signed on: 14 FEB 2017