



Republic of the Philippines
Province of Oriental Mindoro
MUNICIPALITY OF ROXAS

OFFICE OF THE SANGGUNIANG BAYAN

EXCERPTS FROM THE MINUTES OF THE 31ST REGULAR SESSION OF THE
SANGGUNIANG BAYAN OF ROXAS, ORIENTAL MINDORO HELD ON 05 OCTOBER
2009, 10:00 A.M. AT THE SANGGUNIANG BAYAN SESSION HALL.

Present:

Vice Mayor Violeta L. Dimapilis	- Presiding Officer
Councilor Agustin L. Cusi	- Member
Councilor Cesar T. Baticos	- Member
Councilor Jocelyn G. Solabo	- Member
Councilor Angeles D. Bautista	- Member
Councilor Hernan C. Erorita	- Member
Councilor Bernabe S. Mortel	- Member
Councilor Edren Y. Faderon	- Member
Councilor Napoleon M. Dimapilis	- Member
Councilor Rufino D. Lumbres	- President, Liga ng mga Barangay

Absent:

Councilor Mary Jamaica Jeigh Q. Sarmiento – MSKF President

MUNICIPAL ORDINANCE NO. 03
Series of 2009

*AN ORDINANCE APPROVING THE CITIZENS' CHARTER OF
THE MUNICIPALITY OF ROXAS, ORIENTAL MINDORO AND
PROVIDING PENALTY THEREOF.*

BE IT ORDAINED BY THE SANGGUNIANG BAYAN IN SESSION ASSEMBLED THAT:

SECTION 1. *Title.* This Ordinance shall be known as "The Citizens' Charter Ordinance of the Municipality of Roxas, Oriental Mindoro".

SECTION 2. *Purpose.* This Ordinance is enacted to adopt R.A. 9485 to facilitate meaningful participation of individual citizen in local governance through the institutionalization of mechanism that ensure transparency in government administration and decision-making and encourage people's feedback, comments and suggestions.

SECTION 3. *Declaration of Principles.* The enactment of this ordinance is anchored in R. A. 9485 and its implementation shall be guided by the following principles:

1. Transparency in municipal government decision-making and administration;
2. Efficiency in the delivery of frontline services. Public officials and employees shall perform duties with highest degree of excellence, professionalism, intelligence and skills with utmost devotion and dedication to duty;
3. Accountability of municipal officials and employees. They shall remain true to all people at all times, act with justness and sincerity and refrain from doing acts contrary to law, good morals and public order;
4. The establishment of comments and feedback mechanisms/simplified systems and procedures encourage the participation of the citizens/constituents; and
5. Commitment to public interest. Public Officials and employees shall always uphold the public interest over and above personal interest.

SECTION 4. *Accountability of Head of Agency.* This ordinance adopted R. A. 9485, Section 7 and Rule V of the Implementing Rules and Regulations (IRR) wherein the head of office or agency shall be primarily responsible for the implementation of the Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service.

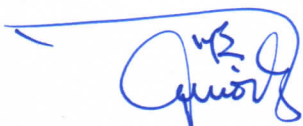
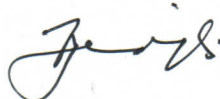
SECTION 5. *Accessing Frontline Services.* All offices and agencies are enjoined to undertake a continuing program to promote customer satisfaction and improve service delivery and other similar activities for officer and employees in frontline services. The standards in accessing services are hereby adopted by the different offices concerned including the report card survey that aims to obtain feedback and compliance;

The Citizens' Charter is in the form of a book that aims to keep the provisions of the charter alive for daily operations of the different department or offices. All municipal officials and employees whether elective or appointive shall be held responsible and accountable for the implementation of the Charter. The different frontline services form an integral part of this ordinance.

SECTION 6. *Disciplinary Action.* The disciplinary action provided in R. A. 9485 is hereby adopted by this ordinance, to wit:

Light Offense:

1. Refusal to accept application and or request within the prescribed period of any document being submitted by a client;
2. Failure to act on an application or request or failure to refer back to the client a request which cannot be acted upon due to lack of requirements within the prescribed period;



3. Failure to attend to clients who are within the premises of the office concerned prior to the end of official hour and during lunch break;
4. Failure to render frontline services within the prescribed period of an application and/or request without due cause;
5. Failure to give the client a written notice on the disapproval of an application or request; and
6. Imposition of additional irrelevant requirement.

Penalties:

- First Offense – thirty (30) days suspension without pay and mandatory attendance in Values Orientation Program;
- Second Offense – Three (3) months suspension without pay;
- Third Offense – Dismissal and perpetual disqualification from public service.

Grave Offense:

Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage;

Penalty:

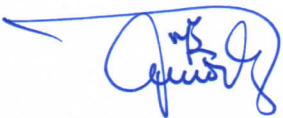
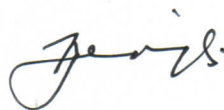
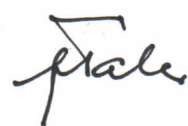
- Dismissal and/or perpetual disqualification from public service.

SECTION 7. *Declaration of Commitment and Duty.* This ordinance hereby declares that the municipal officials and employees, primarily the head of the agency pledge to commit and bind itself the following:

1. Perform duties as stated in the frontline services with sincerity and update relevant information.
2. Print and distribute the charter for information, reference and guidance of all concerned.

SECTION 8. *Redress Policy.* The municipal officials and employees in their respective offices shall provide an atmosphere to the public to have confidence and when things go wrong, they will have access to straightforward, fair, effective response to address the complaint raised. Encourage the organization to rework to eliminate the cause of delay/non-delivery of the needed services. On the other hand, create incentive for service providers to get it right the first time because if they don't, they lose something valuable like time or money. Give organization a constructive way to make the life of employees easier and graciously apologize if things go wrong rather than stand there and play innocent. Some redress options: Apology from the organization/erring personnel; Assurance that mistake will not happen again; An explanation.

SECTION 9. *Funding and Appropriation.* The municipal government of Roxas shall provide its annual budget sufficient to fund necessary to maintain, improve and update its citizens charter.

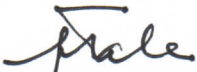


SECTION 10. *Separability Clause.* If by any reason, any part of the provisions of this Ordinance shall be held to be unconstitutional or invalid, the other parts or provision hereof which are not affected hereby shall continue to be in full force and effect.

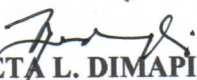
SECTION 11. *Repealing Clause.* Any ordinance, rules and regulations or parts thereof, in conflict with or inconsistent with any provision of this ordinance are hereby repealed, amended or modified accordingly.

It was Unanimously Approved on motion of Councilor Jocelyn G. Solabo duly seconded by all.

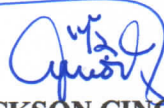
CERTIFIED CORRECT:


FERDINAND V. TALENS, MPA
Secretary to the Sanggunian

ATTESTED:


VIOLETA L. DIMAPILIS
Municipal Vice Mayor/
Presiding Officer

APPROVED:


JACKSON CINCO DY
Municipal Mayor

Date Approved

merz/100709

received: Amps
July 27, 2017