**EXECUTIVE ORDER NO. HC36, S-2014**

**AN ORDER MANDATING THE REVIEW/UPDATING OF THE CITIZEN’S CHARTER OF THE MUNICIPALITY OF ASINGAN, PROVINCE OF PANGASINAN, AND CREATING THE TASK FORCE FOR THE PURPOSE.**

WHEREAS, the Anti-Red Tape Act of 2007 otherwise known as Republic Act No. 9485 declared 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 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, the leadership is aware of the benefits that implementation of a Citizen’s Charter will bring to the LGU and its constituents such as less cost of public service delivery, reduced 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 opportunity for people participation on service improvement, among others.

WHEREAS, it is the leadership’s desire for the Municipality of Asingan, and its constituents, to reap the benefits as mentioned above; thus the Citizen’s Charter of the municipality was established.

WHEREAS, there is a need to periodically review/update the Citizen’s Charter.

NOW THEREFORE, I, **HEIDEE L. GANIGAN-CHUA**, Municipal Mayor of Asingan, Pangasinan, by virtue of the powers vested in me, do hereby order the following:

**SECTION I. CREATION OF THE TASK FORCE ON CITIZEN’S CHARTER REVIEW/UPDATING**

A Task Force on Citizen’s Charter Review and Updating shall be created to take the lead in the review and updating of the Citizen’s Charter. The Task Force shall be composed of the following:

* Task Force Head;
* ENGR. EMETERIO E. LAROYA (Municipal Planning and Development Coordinator)
* Deputy Task Force Head:
* MISS ATHENA IRA G. CHUA (Senior Administrative Officer III)
* Department Heads providing frontline/support services:
* MR. ERNESTO D. PASCUAL(Municipal Agricultural Officer)
* MRS. TERESA O. MAMALIO (Municipal Social Welfare and Development Officer)
* MRS. SALUD D. PANIDA (Municipal Civil Registrar)
* ENGR. JESUS V. PICO (Municipal Engineer)
* DR. RONNIE S. TOMAS (Municipal Health Officer)
* PCI CHARLIE O ANGYA-ON (Chief of Police)
* MISS EDITA C. CASIPIT (Municipal Treasurer)
* SFO4 LORETO M. BERNARDINO (Municipal Fire Marshall)
* MRS. EMELY S. BADUA (Municipal Budget Officer)
* MISS EDNA C. PADAYAO (Municipal Assessor)
* MRS. MARJORIE V. TINTE (Municipal Accountant)
* Mr. DIOSDADO C. BALANGA (Secretary of the Sangguniang Bayan)
* Other Group Leaders/Supervisors providing frontline/support services:
* MRS. RIZALINA C. AYING (Human Resource Management Office)
* MR. WILFREDO S. DEL RIO, JR. (Economic Enterprise and Management – Market)
* MR. ALEJANDRO S. TORIO (Economic Enterprise and Management – Market)

**SECTION II. THE TASK FORCE FUNCTIONS**

The Members of the Task Force shall perform the following functions:

* The Department Heads, assisted by one or two of their Senior Staffs, shall lead in the review of their offices’ frontline services in terms of procedures, requirements, charges and fees, in revising their 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 also be in charge of revising their offices’ 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 responsibility for the review, consolidation and finalization of the form of the Charter to be published are met,
* The Deputy Head shall assist the Task Force Head in the review and consolidation of the Departments’ outputs, as well as in the finalization of the Charter.

**SECTION VI. EFFECTIVITY**

This Administrative Order shall take effect immediately.

DONE in the Municipality of Asingan, Pangasinan this 27th day August, 2014.

**HON. HEIDEE L. GANIGAN-CHUA**

Municipal Mayor