Republic of the Philippines

Province of Pangasinan

MUNICIPALITY OF ASINGAN

OFFICE OF THE MAYOR

**EXECUTIVE ORDER NO. HG18, SERIES 2015**

**ADOPTING THE UPDATED CITIZEN’S CHARTER OF ASINGAN, PANGASINAN**

WHEREAS, the provisions of R.A. 9485 (Anti-Red Tape Act of 2007) apply to all government agencies and offices including local government units and government-owned and controlled corporations with or without original charter that provide frontline services;

WHEREAS, the Citizen’s Charter is envisioned to help minimize if not eliminate bureaucratic red tape, avert graft and corrupt practices and improve efficiency of delivering government frontline service;

WHEREAS, the Citizen’s Charter is an official document through which the quality of public service can be improved by letting the people know the mandate of the concerned government office, how one can get in touch with its officials, what to expect by way of services and how to seek a remedy if something goes wrong;

WHEREFORE, I, HEIDEE L. GANIGAN-CHUA, by virtue of the powers vested in me as local chief executive of Asingan, Pangasinan, do hereby ADOPT the updated Citizen’s Charter of Asingan which provides, among others:

SECTION I:

1. Vision and Mission of the LGU;
2. Frontline Services offered;
3. Client (who can avail of the service);
4. Step-by-Step procedure to obtain a service;
5. Officer or employee responsible for each step;
6. Maximum time to conclude the process;
7. Requirements/Documents to be presented to Service Provider;
8. Amount of fees;
9. Feedback and Redress Mechanism (Procedure for filing complaints); and
10. Contact persons in case of complaints.

SECTION II: VIOLATIONS – After compliance with the substantive and procedural due process, the following shall constitute violations of the Citizen’s Charter and ultimately, R.A. 9485 together with their corresponding penalties:

1. **Light Offense**
2. Refusal to accept application and/or request within the prescribed period or any document being submitted by a client;
3. Failure to act on an application and/or request or failure to refer back to the client a request which cannot be acted upon due to lack of requirement/s within the prescribed period;
4. Failure to attend to clients who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch;
5. Failure to render frontline services within the prescribed period on any application and/or request without due cause;
6. Failure to give the client a written notice on the disapproval of an application or request; and
7. Imposition of additional irrelevant requirements other than those listed in the first notice.

**Penalties For Light Offense Shall Be As Follows:**

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

The Civil Service Commission and the Office of the Ombudsman shall promulgate a Values Orientation Program which shall include anti-Red Tape and Anti-Fixing workshops suitable for this purpose.

* Second Offense – Three (3) months suspension without pay; and
* Third Offense – Dismissal and perpetual disqualification from public service.

1. **Grave Offense –** Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage.

SECTION III: Criminal Liability for Fixers – fixers shall suffer the penalty of imprisonment not exceeding six years or a fine not less than Twenty Thousand Pesos (P20,000.00) but not more than Two Hundred Thousand Pesos (P200,000.00) or both fine and imprisonment at the discretion of the court.

SECTION IV: FUNDING

The local government unit of Asingan shall appropriate funds for the effective and efficient implementation of the Citizen’s Charter.

SECTION V: EFFECTIVITY

The Order shall take effect immediately.

DONE in the Municipality of Asingan, Pangasinan this 14th day of February, 2015.

**Hon. HEIDEE L. GANIGAN-CHUA**

Municipal Mayor

**PERFORMANCE PLEDGE**

We, the officials and employees of the Local Government Unit of Asingan, Pangasinan pledge and commit to deliver quality public service as promised in the Citizen’s Charter. Specially, we will:

Serve with integrity and promptness;

Display step-by-step procedures, fees, charges;

Provide adequate and accurate information;

Be consistent in implementing office rules;

Be polite, courteous and treat everyone equally;

Demonstrate professionalism;

Wear proper uniform (in adherence to Dress Code) and identification card;

Be available during working days and office hours;

Respond to complaints and provide feedback mechanism and accept constructive criticisms and suggestions;

Provide comfortable waiting area; and

Be considerate in giving extensions to payment of business permits due to unusual circumstances.

**MUNICIPAL OFFICIALS**

|  |  |  |  |
| --- | --- | --- | --- |
| HEIDEE L. GANIGAN-CHUA  Municipal Mayor | | | |
| CARLOS F. LOPEZ JR  Municipal Vice Mayor | | | |
| MARK E. ABELLA  Municipal Councilor | DOLORES A. TABIN  Municipal Councilor | EVANGELINE P. DORAO  Municipal Councilor | VIRGILIO I. AMISTAD  Municipal Councilor |
| ALAIN C. SINDAYEN  Municipal Councilor | JESUS G. CARDINEZ  Municipal Councilor | DARLY JOHN G. APUYOD  Municipal Councilor | EDMUNDO L SAMILIN  Municipal Councilor |
| LAMBERTO SISON  Ex officio Councilor  ACTING LIGA PRESIDENT | | | |

**MUNICIPAL EMPLOYEES**

|  |  |  |  |
| --- | --- | --- | --- |
| **ATHENA IRA G. CHUA**  Sr. Adm. Assistant III | **ANA D. FRONDA**  Administrative Aide IV | **GERARDO M. VELSACO**  Administrative Aide IV | **ROMMEL M. PISO**  Administrative Aide III |
| **JULIAN M. ILUMIN**  Community Affair Asst. II | **CATHERINE MERCADO** Administrative Aide III | **RIZALINA C. AYING**  Administrative Officer II | **DIOSDAO C. BALANGA**  SB Secretary |
| **OFELIA V. DOMINGO**  Librarian | **ANALIE D. SOLORIA**  Administrative Aide IV | **OLIVIA MARIE B. SALES**  Administrative Aide VI | **EMETERIO E. LAROYA**  MPDC |
| **MARIO C. GANCEÑA**  Draftsman | **AMELIA D. DE GUZMAN**  Administrative Aide IV | **JESUS V. PICO**  Municipal Engineer | **SALUD D. PANIDA**  Municipal Registrar |
| **BENJAMIN B. GINES Jr.**  Asst. Reg. Officer | **GEMMA P. PERALTA**  Statistician Aide | **EMELY S. BADUA**  Municipal Budget Officer | **ROSALIE A. JOVER**  Administrative Asst II |
| **EDITA C. CASIPIT**  Municipal Treasurer | **ELMA A. ESPEDIDO**  Administrative Officer III | **JUANITO M. CLARO**  LRCO I | **GLORIA C. RANICO**  RCC II |
| **JOVANNIE G. DIAZ**  RCC II | **ROBERT P. MALAYO**  RCC I | **ESTHER S. AGUILAR**  RCC I | **TERESA O. MAMALIO**  MSWDO |
| **MARJORIE V. TINTE**  Municipal Accountant | **MELBA B. BAGOOD**  Administrative Asst. II | **MYRNA LUISA M. ALIPIO**  Administrative Aide IV | **PRINCESS C. POON**  Asst MSWDO |
| **EDNA C. PADAYAO**  Municipal Assessor | **IMELDA T. SISON**  LAOO I | **NELSON P. SARMIENTO**  Tax Mapping Aide | **ROGELIO P. LOPEZ**  Draftsman I |
| **RONNIE S. TOMAS**  Municipal Health Officer | **AURELIA D. VELASCO**  Dentist II | **NITA L. ROMERO**  Nurse III | **ARLYNE C. MANANSALA**  Nurse II |
| **KAREN KAROLYNE V. GARCIA**  Medical Technologist | **MARILOU O. TORIO**  Midwife III | **JULIE A. PERALTA**  Midwife III | **LOLITA M AQUINO**  Midwife III |
| **CLARITA R. OGANIZA**  Midwife II | **LOURDES R. PADILLA**  Midwife II | **ALICIA T. PUNZALAN**  Midwife II | **ZENAIDA G. GAMEZ**  Midwife II |
| Midwife II | **VICTORIA G. BALANGA**  Midwife II | **MERLITA M. SERQUIÑA**  Midwife II | **CLEOFE A. GANTE**  Dental Aide |
| **SHARON M. BUGARIN**  Nursemaid I | **MERCEDITA R. LOPEZ**  Nursemaid I | **ERNESTO D. PASCUA**L  Municipal Agriculturist | **MINERVA L. ROSAS**  Agricultural Technologist |
| **ALEJANDRA R. MELCHOR**  Agricultural Technologist | **NENA M. BAUTISTA**  Agricultural Technologist | **MA. JONABEL I. GIDAYAO**  Agricultural Technologist | **ANTONIO S. SOLIVEN**  Agricultural Technologist |
| **ERLINDA P. MARIANO**  Agricultural Technologist | **ALEJANDRO S. TORIO**  Market Supervisor III | **BOBBY C. VELASCO**  Market Supervisor I | **VALENTINO E. GARCIA**  Market Inspector I |
| **WILFREDO S. DEL RIO Jr**.  License Inspector I | **ROCKY C. DIAZ**  Meat Inspector | **EDNA DC GASPAR**  Administrative Aide III | **ORLANDO D. ANGELO**  Administrative Aide I |
| **ARNOLD C. BUSTILLOS**  Administrative Aide I | **RENANTE L. HORA**  Administrative Aide I | **ESTELA L. PASCUA**  Laborer | **ILUMINADA G. ROMERO**  Laborer |
| **JOHN C. GOROSPE**  Laborer | **EMELINDA P. RAMIREZ**  Laborer | **BERNARDO T. RELVERIA Jr**  Laborer | **MARCELINO D. LAVARIAS**  Laborer |
| **MARIBEL Y. DAMASCO**  Laborer | **TITO L. ESCORPIZO**  Laborer | **LANIE R. CARDENAS**  Laborer | **EDUARDO E. RIPA**  Laborer |
| **ELENA P. TABLIAGO**  Laborer | **EDGAR M. PEREZ**  Administrative Aide III | **JOHN Q. SOLIVEN**  Administrative Aide III | **MARY GRACE F. TAWAGEN**  Administrative Aide IV |
| **MYLA V. DE GUZMAN**  Administrative Aide III | **RUBIE JEAN R. PICO**  RCC I | **JANETTE E. PITA**  RCC I | Administrative Aide III |
| **DOMINIC R. TARANGCO**  Assessment Clerk I | **CRISMAN O. OLIVAS**  Assessment Clerk II | **MICHAEL C. SOLIVEN**  Administrative Aide IV | **SUSANA R. COLOMA**  Agricultural Technologist |
| **MARINA C. PASCUAL**  Administrative Aide IV | **BUREAU OF FIRE PROTECTION** | **LORETO M. BERNARDINO**  SFO4 BFP OIC, Mun. Fire Marshall | **SOFRONIO V. MARIANO**  SFO1 BFP DPO/C FSES |
| **FROILAN P. ESPERON**  FO3 OPN/LOG SAO NOR | **DELIA G. DACUAG**  FO2 Admin NCO | **PAULO MANUEL HERNANDEZ**  FO2 BFP DPO/Finance NCO | **ROSELLI T. ICARI**  FO1 |
| **PHILIPPINE NATIONAL POLICE** | **PCI CHARLIE O. ANGYA-ON**  Chief of Police | **P INSP MEGINIO GARCIA**  Deputy Chief of Police | SPO4 RAMON VICENTE  MESPO |
| **PO2 JOY B. ORDANZA**  Finance PNCO/ADMIN | **PO1 VILLA MONICA VENTINILLA**  PCR PNCO | **JESUS C. MALAYO Jr**.  Supply PNCO | **PO3 ARTURO N. PASCUAL**  Intelligence PNCO |
| **SPO1 MARLON BARLOLONG**  Operations PNCO | **SPO1 RICHARD MATIAS**  Investigation PNCO | **PO3 JOANA I. LADESMA**  WCPO PNCO |  |

**Top 20 Frontline Services**

1. Issuance of Business Permit, Mayor’s Permit and Tricycle Franchising
2. Issuance of photocopies of Resolutions and Ordinances
3. Registration of Birth/Marriage/Death Certificates.
4. Issuance of Marriage License.
5. Issuance of Certified True Copies of Birth/Marriage/Death Certificates
6. Assessment for a new Building or Machinery
7. Collection of Real Property Tax, Community Tax Certificate (CTC) and others.
8. Medical and Dental Services.
9. Issuance of Medical/Health/Dental Certificates and Sanitary Permits
10. Processing of Financial Assistance to Individuals in Crisis Situation
11. Preparation of Social Case Study Reports
12. Issuance of Identification Cards of Persons with Disability and Senior Citizens
13. Issuance of Zoning/Locational Clearance and Viability
14. Issuance of Mayor’s Permit for various activities
15. Issuance of Fire Safety Inspection Certificate
16. Issuance of Building/Electrical Permits
17. Processing of Leave of Absences
18. Agri-Technical Assistance on Crops, Livestock and Fisheries Production
19. Vaccination of Anti-Rabies of Large/Small Animals
20. Issuance of Police Clearance