



Republic of the Philippines
SANGGUNIANG PANLUNGSOD
City Government of Pasig

Ordinance No. 45
Series of 2022

AN ORDINANCE CREATING THE UGNAYAN SA PASIG OFFICE, PRESCRIBING ITS PERSONNEL COMPLEMENT AND APPROPRIATING FUNDS THEREFOR.

Author: Councilor Mark Gil M. Delos Santos
Co-Authors: Councilor Marion Rosalio M. Martires and
Councilor Simon Gerard R. Tantoco

WHEREAS, Section 77, RA 7160 otherwise known as the Local Government Code of 1991 provides that the Local Chief Executive of every local government unit shall be responsible for human resources development in the local government unit and shall take all personnel action in accordance with the constitutional provisions of the Civil Service, pertinent laws and regulations thereon including such policies, guidelines and standards as the Civil Service Commission may establish.

WHEREAS, Section 458 (a) (viii) of Republic Act 7160 otherwise known as the Local Government Code of 1991 provides that the Sangguniang Panlungsod shall determine the position and salaries, wages, allowances and other emoluments and benefits of local government officials and employees paid wholly or mainly from City funds and provide for expenditures necessary for the proper conduct of programs projects, services and activities of the City Government;

WHEREAS, the same code bestows upon the Sangguniang Panlungsod the power to create offices as may be necessary to carry out the purposes of the city government;

WHEREAS, the Sangguniang Panlungsod enacted the Transparency Mechanism Ordinance in 2018 which thereafter gave rise to Ugnayan sa Pasig Unit.

WHEREAS, Ugnayan sa Pasig, created via Executive Order No. PCG-08 dated July 12, 2019, has expanded its operations exponentially and has reached the point where it needs to be converted from a unit into a separate office in accordance with the guidelines on organizational structures prescribed by the Civil Service Commission

WHEREAS, conversion of Ugnayan sa Pasig into an office requires the creation of regular plantilla positions in order to open opportunities for exemplary employees to be appointed and/or promoted to positions in the career service.

NOW THEREFORE, the Sangguniang Panlungsod in session duly assembled hereby ordained that



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Section 1. CONVERSION OF UGNAYAN SA PASIG. In line with the conversion of Ugnayan sa Pasig to an office, its existing organizational structure is hereby dissolved and supplanted with the creation of four (4) new sections, namely (1.) FOI Requests Section (2.) Front Desk Section, (3.) Grievance/Response Section and (4) Social Media Section.

Section 2. GENERAL FUNCTIONS OF SECTIONS

2.1. FOI Requests Section

The FOI Requests Section is responsible for addressing various citizen requests for public records and information found within the information system and the E-FOI Portal of the Presidential Communications and Operations Office. They are tasked with receiving the requests, asking for additional details and context from the requester, and maintaining communication with them regarding the approval or denial of their query. Should the request get approved, they will be responsible for relaying this information back to the person who made the query.

2.2 Front Desk Section

This section is responsible for the front-facing services of Ugnayan. They receive and provide aid to citizens who make in-person visits to the department with questions, concerns, and requests for help. They are trained to receive these queries and de-escalate situations if needed. These personnel will document, assess, and aid citizens directly, and have the authorization to escalate the concern to higher-level assistants when necessary.

2.3 Grievance and Response Section

This section's duties focus on receiving, documenting, handling, and processing complaints and grievances from all platforms. Grievances, anonymous tips, and complaints received by from e-mail, web contact form, front desk, and social media platforms all funnel into this unit, which then enacts the strictly documented procedures outlined in Ugnayan's citizen's charter and methodology. If determined necessary, the unit can escalate the grievance to higher-level authorities within the department to get addressed.

The unit will also be responsible for following the outcome of the grievance, whether it be through amicable settlement or further escalation to the City Administrator. They will also be tasked with providing updates to the concerned party about the ongoing procedures.



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2.4 Social Media Account Section

This section handles and manages all official social media platforms for Ugnayan and will aid in providing information and responses to direct messages and comments left on social media posts. They provide quick answers to citizens regarding post-specific topics or concerns and gather the totality of comments and queries received and answered. This enables Ugnayan to determine where the population's biggest issues are, as well as escalate received concerns to the Grievance Unit or higher.

They will be responsible not only for Ugnayan's platforms but other official Pasig City Government social media platforms, which ensures that all comments, questions, and requests are addressed in a timely manner.

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Section 3. CREATION OF REGULAR PLANTILLA POSITIONS. There is hereby created the following positions in the plantilla of Ugnayan sa Pasig Office, specific station of positions with the corresponding Salary Grades and number of position items.

SECTION	POSITION	SG	NO.
Head of Office Assistant Head of Office	Assistant City Department Head II	24	1
	Administrative Officer V	18	1
	Administrative Assistant I	7	1
	Administrative Aide III (Driver)	3	1
FOI Requests Section	Administrative Assistant I	7	1
	Administrative Aide V	5	2
	Administrative Aide IV	4	2
Front Desk Section	Administrative Assistant I	7	1
	Administrative Aide V	5	2
	Administrative Aide IV	4	2
Grievance/Response Section	Administrative Assistant I	7	1
	Administrative Aide V	5	2
	Administrative Aide IV	4	3
Social Media Account Section	Administrative Assistant I	7	1
	Administrative Aide V	5	2
	Administrative Aide IV	4	2

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Section 4. APPOINTMENT. Appointees to any of the positions created shall be appointed in accordance with Civil Service laws, rules and regulations, provided that the present personnel of Ugnayan sa Pasig shall be granted preference if qualified. Appointees to any of the positions created must be of good

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moral character, possess at least the minimum qualifications for the positions he/ or she will be appointed to based on the qualifications standards of the Civil Service Commission. The City Mayor shall appoint employees to any of these positions upon favorable recommendation of the Human Resource Management Personnel Selection Board (HRMPSB).

Section 5. SALARIES & WAGES. The salary and wage levels for the newly created positions shall be reckoned based on the corresponding Salary Grades specified in the Qualification Standards of the Civil Service Commission and in accordance with the Salary Schedule for Special Cities and First Class Provinces in conjunction with the Salary Standardization Law V.

Section 6. FUNDS. The salaries and fringe benefits of personnel to be appointed pursuant to this ordinance shall be charged against the Personal Services of the Office of the City Mayor. Provided that the City Mayor is hereby authorized to charge any deficiency to the savings on personal services or any available funds of the city. Provided further that the City Mayor may suspend non-priority projects to serve as funding source of this ordinance in case it should be necessary.

Section 7. APPROPRIATIONS. The City Budget Office shall incorporate in the budget for Calendar Year 2023 and succeeding years thereafter the funds necessary to sustain the budgetary requirements of this ordinance.

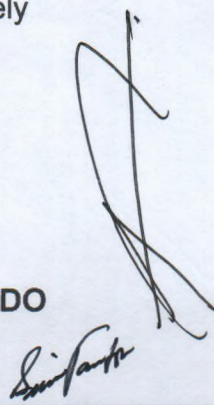
Section 8. REPEALING CLAUSE. The provisions of all ordinances or resolutions inconsistent to any of the provisions of this ordinance are hereby repealed.

Section 9. SEPARABILITY CLAUSE. If any provision of this ordinance or the application of such provision to any person or circumstances is declared invalid, the remainder of this ordinance or application of such provision to other persons or circumstances shall not be affected by such declaration.

Section 10. EFFECTIVITY. This ordinance shall take effect immediately upon approval.

APPROVED, this 7th day of **December 2022** at Pasig City.


HON. RAYMUND FRANCIS S. RUSTIA
City Councilor


HON. CORAZON M. RAYMUNDO
City Councilor



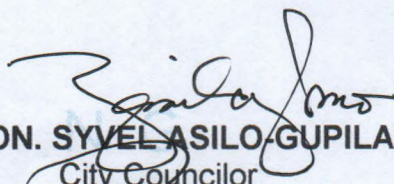
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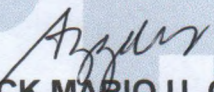
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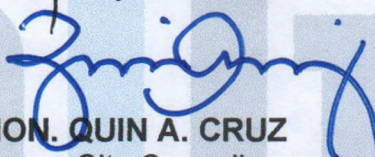

HON. SIMON GERARD R. TANTOCO
City Councilor

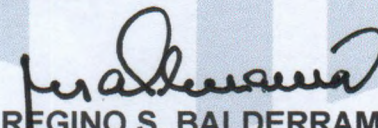

HON. SYVEL ASILO-GUPILAN
City Councilor

HON. PAUL ROMAN C. SANTIAGO
City Councilor

HON. NOEL L. AGUSTIN
City Councilor


HON. RODERICK MARIO U. GONZALES
City Councilor

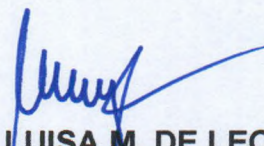

HON. QUIN A. CRUZ
City Councilor

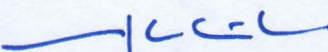

HON. REGINO S. BALDERRAMA
City Councilor


HON. MARION ROSALIO M. MARTIRES
City Councilor

HON. RIGOR J. ENRIQUEZ
LIGA President

HON. GEORGIA LYNNE P. CLEMENTE
SK Fed. President


HON. MARIA LUISA M. DE LEON
City Councilor
Minority Floor Leader


HON. MARK GIL M. DELOS SANTOS
City Councilor
Majority Floor Leader



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LUNGSOD NG

Attested by:

HON. ROBERT VINCENT JUDE B. JAWORSKI, JR.
City Vice-Mayor
Presiding Officer

APPROVED:

HON. VICTOR MA. REGIS N. SOTTO
City Mayor

Attested by:

LOIDA U. VILLANUEVA
Acting City Council Secretary

UMAAGOS ANG PAG-ASA