



Republic of the Philippines
SANGGUNIANG PANLUNGSOD
City Government of Pasig

Ordinance No. 41
Series of 2023

2996

AN ORDINANCE ADOPTING AND IMPLEMENTING THE CITIZEN'S CHARTER OF THE CITY GOVERNMENT OF PASIG (2022), PURSUANT TO REPUBLIC ACT NO. 11032 OR THE EASE OF DOING BUSINESS AND EFFICIENT GOVERNMENT SERVICE DELIVERY ACT OF 2018.

Author: Councilor Mark Gil M. Delos Santos

WHEREAS, Section 1, Article XI of the 1987 Constitution states that public office is a public trust, and as such, public officers and employees must at all times be accountable to the people and serve them with utmost responsibility, integrity, loyalty, and efficiency;

WHEREAS, Republic Act No. 7160, also known as the Local Government Code of 1991, authorizes the Sangguniang Panlungsod to enact ordinances and approve resolutions to ensure, among others, efficient and effective delivery of basic services and facilities;

WHEREAS, Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, reiterates the policy of the State to establish effective practices aimed at efficient turnaround of the delivery of government services and the prevention of graft and corruption in government. Towards this end, the State shall maintain honesty and responsibility among its public officials and employees, and shall take appropriate measures (including simplifying requirements and procedures, and expediting transactions) to promote transparency in the manner that each agency transacts with the public;

WHEREAS, Section 6 of Republic Act No. 11032 states the need to set up the most current and updated service standards to be known as the Citizen's Charter in the form of information billboards, which shall be posted at the main entrance of offices or at the most conspicuous place, in their respective websites and in the form of published materials written either in English, Filipino, or in the local dialect, that detail:

- (a) A comprehensive and uniform checklist of requirements for each type of application or request;
- (b) The procedure to obtain a particular service;
- (c) The person/s responsible for each step;
- (d) The maximum time to conclude the process;
- (e) The document/s to be presented by the applicant or requesting party, if necessary;
- (f) The amount of fees, if necessary; and
- (g) The procedure for filing complaints.

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WHEREAS, the City Government of Pasig advocates good governance through clear, transparent, accountable, and responsive public service delivery as espoused by Republic Act No. 9485 and the continuous improvement of government services as espoused by Republic Act No. 11032. *Further*, the City Government of Pasig recognizes that implementing a Citizen's Charter benefits both government and the public as it lessens the cost of public service delivery, increases customer satisfaction, promotes just treatment of clients, reduces vulnerability to graft and corruption, provides a mechanism for feedback and redress of grievances, provides basis for performance review of public employees, and enhances people's participation in service improvement, among others;

WHEREAS, Executive Order No. PCG-29, Series of 2021, or An Order Mandating the Establishment of a Citizen's Charter for the City of Pasig and Creating the Task Force on Citizen's Charter Preparation and Review, and for Other Purposes, was issued on 07 April 2021 establishing the Citizen's Charter for the City of Pasig, and created a Task Force on Citizen's Charter Preparation and Review ("Task Force") that will lead in the formulation, review, and writing of the Citizen's Charter;

WHEREAS, through the efforts of the Task Force and all offices involved in service delivery, the Citizen's Charter of the City Government of Pasig was updated as of 2022, in accordance with the specifications of the Anti-Red Tape Authority and relevant laws, rules, and regulations;

NOW, THEREFORE, be it **ORDAINED** as it is **ORDAINED** by the Sangguniang Panlungsod ng Pasig, in session duly assembled, that:

SECTION 1. DECLARATION OF POLICY. – It is hereby declared the policy of the City Government of Pasig to promote the integrity and accountability of its public officials and employees, and exercise transparency in how it transacts business with the general public by minimizing red tape and preventing graft and corruption.

SECTION 2. CITIZEN'S CHARTER OF MANDATED OFFICES OF THE CITY GOVERNMENT OF PASIG CITY. – The Sangguniang Panlungsod hereby adopts the Citizen's Charter of the City Government of Pasig (2022).

SECTION 3. COVERAGE. –This Ordinance shall apply to all officials and employees of departments, offices, divisions, agencies, and units of the City Government of Pasig regardless of their status of appointment.





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SECTION 4. POSTING. – The Citizen’s Charter of each respective office shall be prominently displayed in conspicuous areas in and around the mandated offices, easily visible to the transacting public. Each office shall include, as part of its yearly budget, the maintenance, improvement, and printing, if needed, of its respective Citizen’s Charter. The Office of the City Administrator, Human Resource Development Office, and the Public Information Office shall closely monitor and ensure the presence of the same year-round.

SECTION 5. PENALTIES AND LIABILITIES. – Any person found to be in violation of the Citizen’s Charter of the City Government of Pasig shall be held civilly, criminally or administratively liable pursuant to Sections 13 to 15 of Republic Act No. 11032.

SECTION 6. SEPARABILITY CLAUSE. – Should any article, section or regulation of this Ordinance be declared by the courts to be unconstitutional or invalid, such decision shall not affect the validity of the Ordinance as a whole, or any portion thereof other than the article, section or regulation so declared to be unconstitutional or invalid.

SECTION 7. REPEALING CLAUSE. –All ordinances or portions of ordinances in conflict with this Ordinance, or inconsistent with the regulations of this Ordinance, are hereby repealed to the extent necessary to give this Ordinance full force and effect.

SECTION 8. EFFECTIVITY CLAUSE. – This Ordinance shall take effect immediately upon its approval, after the conduct of a public hearing as mandated by law.

APPROVED, this 26th day of **June 2023** in the City of Pasig.


HON. RAYMUND FRANCIS S. RUSTIA
City Councilor


HON. CORAZON M. RAYMUNDO
City Councilor


HON. SIMON GERARD R. TANTOCO
City Councilor


HON. SYVEL ASILO-GUPILAN
City Councilor





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HON. PAUL ROMAN C. SANTIAGO
City Councilor

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HON. NOEL L. AGUSTIN
City Councilor

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HON. RODERICK MARIO U. GONZALES
City Councilor

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HON. QUIN A. CRUZ
City Councilor

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HON. REGINO S. BALDERRAMA
City Councilor

[Signature]
HON. MARION ROSALIO M. MARTIRES
City Councilor

[Signature]
HON. RIGOR M. ENRIQUEZ
LIGA President

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HON. GEORGIA LYNNE P. CLEMENTE
SK Fed. President

[Signature]
HON. MARIA LUISA "ANGELU" M. DE LEON
City Councilor
Minority Floor Leader

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

Attested by:

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

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LUNGSOD NG

APPROVED:

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HON. VICTOR MA. REGIS N. SOTTO
City Mayor

Attested by:

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ATTY. NICOLO JOEL B. GUTIERREZ
Acting City Council Secretary

UMAAGANG PAG-ASA

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