



Republic of the Philippines
Province of Ilocos Norte
MUNICIPALITY OF SAN NICOLAS



SBO-0010-0

OFFICE OF THE SANGGUNIANG BAYAN

EXCERPTS FROM THE THIRD REGULAR SESSION OF THE 10TH SANGGUNIANG BAYAN OF THE MUNICIPALITY OF SAN NICOLAS, PROVINCE OF ILOCOS NORTE HELD AT THE MUNICIPAL SESSION HALL ON THE 21ST DAY OF MAY, 2018 AT 10:20 O'CLOCK IN THE MORNING.

PRESENT:

Hon. Edistio P. Valdez	Vice-Mayor/Presiding Officer;
Hon. Angel Miguel L. Hernando	Member;
Hon. Domingo C. Ambrocio, Jr.	Member;
Hon. Ariel B. Villa	Member;
Hon. Efren C. Butay	Member;
Hon. Norberto S. Dadiz, Jr.	Member;
Hon. Manuel D. Coloma, Sr.	Member;
Hon. Orlando B. Badua	Member;
Hon. Jessie Julito P. Pumaras, Sr.	Member;
Hon. Linda E. Badua,	Member/Liga ng mga Barangay President.

ABSENT:

None.

“MUNICIPAL ORDINANCE NO. 2018-12

AN ORDINANCE ADOPTING THE 2018 SAN NICOLAS CITIZENS' CHARTER

WHEREAS, this ordinance is in compliance with RA 9485, otherwise known as the Anti-Red Tape Act of 2007, to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape, preventing graft and corruption and providing penalties thereof;

WHEREAS, it is anchored on Article XI of the 1987 Philippine Constitution which states that a "public office is a public trust and that public officers and employees must be at all times accountable to the people, serve them with utmost responsibility, integrity, loyalty and efficiency, act with patriotism and justice and lead modest lives";

WHEREAS, the Citizens' Charter of the municipality includes the vision and mission of the municipality, pledge of municipal official and employees, frontline services offered by every department, clients step-by-step procedure to obtain a particular service, officer or employee responsible for each step, maximum time to conclude the process, documents to be required to clients and why they are needed, amount of fees, allowable period for extension due to unusual circumstances, standard complaint/redress and feedback mechanism, program on awards and incentives for service excellence (PRAISE), and contact numbers to call for recommendations, inquiries, suggestions as well as complaints;

Page 2, Municipal Ordinance No. 2018-12;

WHEREAS, the enactment of the Citizens' Charter is important in order to establish procedures and mechanism that would reduce the burden of the public in transacting business with the municipal government. It is aimed to improve the government's delivery of services for the satisfaction of the public.

NOW, THEREFORE, Be it **ENACTED** by the Sangguniang Bayan of San Nicolas, Province of Ilocos Norte, in session duly assembled, that:

SECTION 1. Title. - This ordinance shall be known as the "2018 Citizens' Charter of the Municipality of San Nicolas, Province of Ilocos Norte".

SECTION 2. Purpose. - This ordinance is enacted to provide a service guide information on the step-by-step procedure on availing the frontline services of the different departments of the municipality in order to reduce bureaucratic red tape, ensure transparency in government administration and encourage people's feedback, comments and suggestions.

SECTION 3. Definition of Terms. - As used in this ordinance, the following terms are herein defined:

- a. Citizens Charter – refers to an official document, service, standard or pledge that communicates information on the services provided by the government; step by step procedure for availing a particular service;
- b. Frontline Service - refers to the process or transaction between clients and government offices or agencies involving applications for any privilege, right, permit, reward, license, concession, or for any modification, renewal or extension of the enumerated applications and/or requests which are acted upon in the ordinary course of business of the agency or office concerned; and
- c. Officer/employee – refers to a person employed in the municipal government required to perform responsibilities related to the application or request.

SECTION 4. Coverage. - Subject to the provisions of pertinent laws in force, or in which may hereafter be promulgated, this Ordinance shall apply to and cover all departments, officers and employees of the Local Government Unit of San Nicolas, Ilocos Norte.

Section 5. Information Dissemination. - Copy of the Citizens' Charter shall be posted in the conspicuous places of the municipal hall and in the municipal website (www.sannicolasilocosnorte.gov.ph).

SECTION 6. Updating of the Citizen's Charter. - The Citizens' Charter may be updated from time to time when circumstances warrant.

SECTION 7. Funding and Appropriation. - The municipal government shall provide in its annual budget sufficient fund necessary to maintain, improve and update the municipality's citizen's service charter.



SECTION 8. Citizens' Charter. – The Citizens' Charter of the Municipality of San Nicolas, Province of Ilocos Norte is hereto attached as **Annex A** and form an integral part of this Ordinance.

SECTION 8. Separability Clause. - Should any portion of this Ordinance be declared unconstitutional or illegal by any court of competent jurisdiction, the portions not so declared shall remain in full force and effect.

SECTION 9. Repealing Clause. - All ordinances, executive orders and administrative issuances, or parts thereof which are inconsistent with this ordinance are hereby repealed or modified accordingly.

SECTION 10. Effectivity. - This Ordinance shall take effect upon its approval.

UNANIMOUSLY APPROVED.”

Voting on the foregoing resolution was as follows:

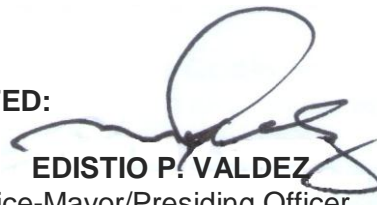
- AYES : Members Hernando, Ambrocio, Jr., Villa, Butay, Dadiz, Jr., Coloma, Sr., Badua, O., Pumaras, Sr. and Badua, L.
- NAYS : None.
- ABSTAINED : None.

I hereby certify to the correctness of the foregoing resolution.



ENRIQUE P. ULEP, JR.
Secretary to the Sangguniang Bayan I

ATTESTED:



EDISTIO P. VALDEZ
Vice-Mayor/Presiding Officer

APPROVED:



ALFREDO P. VALDEZ, JR., M.D.
Municipal Mayor

Approved on: June 13, 2018