Cielo Krisel Lagman-Luistro
City Mayor

EXECUTIVE ORDER NO. 022-P SERIES OF 2022

AN EXECUTIVE ORDER REESTABLISHING THE CITIZEN CHARTER OF TABACO CITY

WHEREAS, Section 2 of Republic Act No. 11032 otherwise known as the "Ease of Doing Business and Efficient Delivery of Government Service Delivery Act 2018 provides for the declaration of policy of the state promoting the streamline, efficiency, and transparency of the current systems and of procedures of government-government and government-public services;

WHEREAS, Section 6 of Republic Act No. 11032 mandates all government agencies and Local Government Units (LGUs) to set up their respective most current and updated service standards to be known as the Citizen's Charter in the form of information billboards which shall be posted in the main entrance of offices or at the most conspicuous place, websites, or other forms of published materials;

WHEREAS, Section 17 of Republic Act No. 11032 provides for the creation of the Anti-red Tape Authority (ARTA) to ensure the regulation of the objectives of the said act by implementing various ease of doing business and anti-red tape reform initiatives;

WHEREAS, ARTA issued Memorandum Circular No. 2019-002 dated August 13, 2019, providing the guidelines for all LGUs in developing and revising their respective and most updated Citizens Charter;

NOW THEREFORE, I, CIELO KRISEL LAGMAN-LUISTRO, City Mayor of Tabaco City, by virtue of powers vested upon me by RA 7160 otherwise known as the Local Government Code of 1991 and other pertinent laws do hereby **REESTABLISH THE CITIZENS CHARTER OF TABACO CITY** as follows:

SECTION 1. REESTABLISHMENT OF THE CITIZENS CHARTER. The Local Government of Tabaco shall reestablish the official document that communicates information on the services it provides to the public which shall describe step-by-step procedures for availing of that service, and shall include the following information:

1. Vision and Mission statement of the agency, department, or unit;
2. Identification of services offered and recipient of such services;
3. Step-by-step procedure of a particular service;
4. Personnel responsible in carrying out the service;p
5. Required documents, if necessary;
6. Amount of fees, if necessary;
7. Maximum response time;
8. Feedback and complaints mechanism through the issuance of feedback form available at all the Public Assistance/Complaints Desk (PACD)

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SECTION 2. REPEALING CLAUSE. All orders, directives, and issuances or parts thereof which are inconsistent with this Executive Order are hereby repealed and modified accordingly.

SECTION 3. EFFECTIVITY. This Executive Order shall take effect immediately upon approval.

ISSUED this 24th day of Sept. 2022, at Tabaco City, Albay, Philippines.

CIELO KRISEL LAGMAN-LUISTRO
City Mayor