



Republic of the Philippines
City Government of Muntinlupa
CITY OF MUNTINLUPA
Office of the City Mayor



EXECUTIVE ORDER NO. 11
Series of 2018

**PROVIDING FOR THE ESTABLISHMENT AND APPROVAL OF THE MECHANISMS
REQUIRED UNDER REPUBLIC ACT NO. 9485, AS AMENDED BY REPUBLIC ACT NO.
11032.**

WHEREAS, Section 6 of Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, mandates all government offices and agencies, including local government units and government-owned or -controlled corporations, to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape, preventing graft and corruption, and providing penalties therefor;

WHEREAS, in 2011, the Department of the Interior and Local Government (DILG) introduced a mechanism which tracks performance of local government units (LGUs). Initially dubbed as The Seal of Good Housekeeping (SGH), it is now entitled Seal of Good Local Governance: *Pagkilala sa Katapatan at Kahusayan ng Pamahalaang Lokal*," which aims to assess and recognize remarkable local government performance across several areas;

WHEREAS, Section 3 of the Department of the Interior and Local Government (DILG) - Memorandum Circular No. 201849 entitled, "Seal of Good Local Governance: *Pagkilala sa Katapatan at Kahusayan ng Pamahalaang Lokal*," dated 6 April 2018, applies an "All-in" compliance to assess the systems and process of local government units that promote transparency, integrity, and quality service delivery;

WHEREAS, Section 18 of the Republic Act No. 11032 otherwise known as "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", expands and amends the Anti-Red Tape Act of 2007, prescribes further, an improved and rapid delivery of government services by simplifying the issuance of permits and licenses;

WHEREAS, Section 6, *supra*, mandates a shorter processing time of 1-3 working days for simple transactions, 3-7 working days for Complex Transactions, and 7-20 working days for Highly Technical Applications;

WHEREAS, Section 7, *supra*, states that in case the agency fails to approve or disapprove an original application within the prescribed processing time, the said application shall be deemed approved;

WHEREAS, Section 12, *supra*, specifies the use of Unified Business Application Form, Automation of Business Permits and Licenses, the establishment of Business One Stop Shop (BOSS), and the issuance of Barangay Clearances and Permit at the City level;



ISO 9001:2008 CERTIFIED

CERT. CODE : QMS0708041506KA-001

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WHEREAS, The "Ease of Doing Business Ease of Doing Business and Efficient Delivery of Government Services Act of 2018", mandates a Zero Contact Policy and disallows any contact in any manner with any requesting party concerning an application or request except during submission of documents;

WHEREAS, Section 14, *supra*, mandates the establishment of Central Business Portal to receive and capture application data on business-related transactions with provided links to online registration of national government agencies and the Creation of the Philippine Business Databank;

NOW, THEREFORE, I, JAIME R. FRESNEDI, City Mayor of Muntinlupa, by virtue of the power vested in me by law do hereby ordain and decree that:

Section 1. Title- This Executive Order shall be known as "**The Citizen's Charter of the City Government of Muntinlupa.**"

Section 2. Purpose- Subject Executive Order is promulgated pursuant to Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, as amended, requiring all government agencies or instrumentalities including local government units to set up their own service standards known as the Citizen's Charter premised on the precept that the government as an institution provides and facilitates multiple essential public services characterized as effective, efficient and transparent.

The very purpose for its promulgation is to bring meaningful reforms in public service to address the various concerns in the city.

Section 3. Declaration of Policies- It is hereby declared that the City Government of Muntinlupa adopts the policies of proactive and responsible governance by promoting transparency, accountability, honesty, prudent and proper management of the local government affairs and properties.

To attain the foregoing, it shall:

- 1) Adopt a continuous and progressive system of public service delivery which will generate customer satisfaction;
- 2) Create an environment conducive to the promotion of responsible and responsive delivery of services to the public; and
- 3) Establish a feedback mechanism that would ensure the practicability of the systems and procedures involved in the delivery of frontline services.



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Section 4. – Citizen’s Charter: Definition, Nature and Scope

- a.) **Definition-** Citizen’s Charter is an official document, a service standard, or a pledge, that communicates, in simple terms, information on the services provided by the City Government through its existing departments, offices, units or sections. It describes the step-by-step procedure for availing a particular frontline service, and the guaranteed performance level that the public may expect from the service.
- b.) **Nature and Scope-** the Citizen’s Charter of Muntinlupa treated herein is a written document, crafted by the concerned head and staff members of the departments and offices.

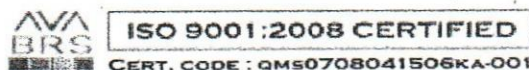
Subject Charter serves as a means to improve the quality of public service through which the quality of public service can be further enhanced by providing the information on the frontline services inclusive of the procedures involved in the delivery thereof, the expected output and the remedy available if the service rendered falls below the set standard.

Section 5. Elements of the Citizen’s Charter- The Citizens Charter is composed of the following:

- a) Organizational Chart of the City Government;
- b) Vision and Mission;
- c) The City Government Frontline Services; and
- d) Service Standards and Performance Commitment containing information on the service, the requirements, fees, charges, procedures involved, time line, and the persons in charge of the delivery of the service as well as the commitment to adhere to the mandate of Republic Act No. 9485, as amended.

Section 6. Complaints and Remedial Mechanism- The City Government, through its officials and employees, guarantees the delivery of service as committed in the Citizen’s Charter. For the effective implementation thereof, a feedback mechanism is installed, i.e. information or help desk or suggestion boxes in the offices.

- a) In case of customer dissatisfaction on the level of service performance, a complaint may be filed with the respective heads of the department for immediate redress.
- b) If the complaint is not remedied to the citizen’s satisfaction in the department head level, the matter may be brought to the Office of the City Mayor for appropriate action.



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- c) Any government official or employee found in violation of the ARTA or Ease of Doing Business and Efficient Delivery of Government Services Act (EODB/EDGSA), after due process, may be held liable for six to twelve months suspension, dismissal from service, perpetual disqualification from holding public office, forfeiture of retirements benefits, imprisonment of one to six years, and/or a fine of not less than Five Hundred Thousand Pesos (Php 500,00.00) but not more than Two Million Pesos (Php 2,000,000.00), depending on the gravity of the committed offense.

Section 7. Declaration of Commitment and Responsibility- The Officials and employees of the City Government of Muntinlupa commit to discharge the following:

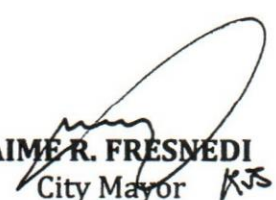
- a) Exert best efforts to deliver the services at or even above the standard performance level as set in the duly adopted Citizen's Charter.
b) Review of the Citizen's Charter, once every two years to enhance the effectiveness, efficiency and responsiveness of the systems and procedures in the delivery of the services particularly the frontline service; and
c) Adhere to the moral, legal, and ethical standards in the delivery of the needed services, most especially serving the public with utmost honesty, transparency and accountability.

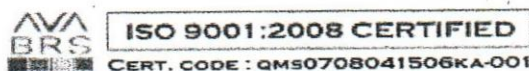
Section 8. Funding- The City Government shall provide in its Annual Budget not less than one-half of one percent of the total allocation for Maintenance and Other Operating Expenses.

Section 9. Repealing Clause- Other executive orders and administrative issuances, or any of their part or parts thereof, inconsistent with this Executive Order are hereby repealed, amended or modified accordingly.

Section 10. Effectivity- This Executive Order shall take effect immediately and shall be in force until revoked, rescinded, amended or superseded.

DONE AND EXECUTED on this 30th day of May 2018 in the City of Muntinlupa.


JAIME R. FRESNEDI
City Mayor *RJS*



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