



**EXECUTIVE ORDER NO. 201
Series 2023**

**AN ORDER ADOPTING AND IMPLEMENTING THE CITIZEN'S CHARTER 2022
(3rd EDITION) AS A PUBLIC GUIDE IN AVAILING SERVICES
PROVIDED BY THE CITY GOVERNMENT OF PANABO**

WHEREAS, the Anti-Red Tape Act of 2007 otherwise known as Republic Act No. 9485 was enacted to promote integrity, accountability, and proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in the government;

WHEREAS, in accordance with the Anti-Red Tape Act, all government offices and agencies which provide frontline services are mandated to set up their respective service standards to be known as Citizen's Charter. Outlined in the Citizen's Charter are the step-by-step procedures and person responsible for obtaining services, the requirements and maximum time for the process, the corresponding fees to be paid for that particular service, if any, and the procedure for filing a complaint;

WHEREAS, Civil Service Commission issued Memorandum Circular No. 14, Series 2016, requiring all government agencies providing frontline services to revisit their Citizen's Charter by reviewing, reducing, or removing redundant requirements and to re-engineer the procedures;

WHEREAS, during the inaugural address of former President Rodrigo R. Duterte, he directed heads of government agencies "to reduce requirements and processing time of all applications, from the submission to the release";

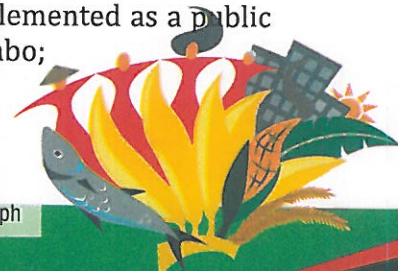
WHEREAS, Republic Act (RA) No. 11032 or the "Ease of Doing Business and Efficient Delivery of Government Service Delivery Act of 2018", amending for the purpose Republic Act No. 9485, otherwise known as the "Anti-Red Tape Act of 2007" was issued to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices, aimed at the efficient turnaround of the delivery of government services and the prevention of graft and corruption in government;

WHEREAS, in order to implement the objectives and mandates of R.A. 11032 more specifically Section 6 of RA 11032 and Rule IV of the IRR which was promulgated by the CSC-ARTA-DTI through Joint Memorandum Circular No 2019-001, the Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2019-002 issued the Guidelines on the Implementation of the Citizen's Charter in Compliance with RA 11032 and its IRR;

WHEREAS, adhering to the standards established by the ARTA, the City Government of Panabo through the Committee on Anti-Red Tape crafted its updated Citizen's Charter that will serve as the public's guide in obtaining frontline services;

NOW THEREFORE, I, JOSE E. RELAMPAGOS, by virtue of the powers vested in me as the City Mayor of Panabo, do hereby order the following:

SECTION 1. ADOPTION AND IMPLEMENTATION. The Citizen's Charter 2022 (3rd Edition) of the City Government of Panabo is hereby adopted and be implemented as a public guide in availing government services that are provided by the City of Panabo;




SECTION 2. SERVICE PLEDGE. The City Government of Panabo shall exercise the powers expressly granted, those necessarily implied therefrom, as well as powers necessary, appropriate, or incidental for its efficient and effective governance, and those which are essential to the promotion of the general welfare and, thus, pledge the following:

- a. Assures all applicants or requesting parties who are within the premises of the City Government prior to the end of official working hours and during lunch break shall be attended to.
- b. Commits to promote streamlined processes and simplified requirements that reduces bureaucracy and expedite all government services in the service to its community.
- c. Provide assistance to the public in addressing complaints and issues against erring local government offices and its officials and employees in the interest of good governance.

SECTION 3. ADHERENCE TO THE CITIZEN'S CHARTER. To ensure fast and efficient services of the City Government of Panabo, in compliance with R.A. 11032 or the Ease of Doing Business and Efficient Delivery of Government Service Delivery Act of 2018, all offices and concerned employees shall adhere to the provisions of the Citizen's Charter, whether it would be simple transactions, complex transactions, and highly technical transactions.

SECTION 4. EFFECTIVITY. This Executive Order shall take effect immediately.

Done this 25th day of May 2023 at Panabo City, Davao del Norte.


JOSE E. RELAMPAGOS
City Mayor