



Republic of the Philippines
Tanggapan ng Sangguniang Panlungsod
City of Naga



ORDINANCE NO. 97-002

AN ORDINANCE INSTITUTIONALIZING THE NAGA CITY PRODUCTIVITY IMPROVEMENT PROGRAM: -

Author: Hon. Gabriel H. Bordado

Be it ordained by the Sangguniang Panlungsod of the City of Naga, that:

SECTION 1. - TITLE. - This Ordinance shall be known and cited as the “ Naga City Productivity Improvement Program (PIP-Naga) Ordinance. “

SECTION 2. - DEFINITION. - PIP-Naga refers to a program that tackles the problem of how to bring about adequacy, efficiency, effectiveness and equity in the delivery of public services amidst competing sectoral demands.

In doing so, it shall focus on the four (4) inter-linking areas relevant to local government productivity:

1. The provision of sufficient services to meet the requirements of the population;
2. Getting the optimum outputs with minimum expenditures;
3. The capability to produce results as desired and planned, encompassing quality and level of service; and
4. Accessible and acceptable services based on the principle “the greatest good for the greatest number.”

SECTION 3. - OBJECTIVES. - The principal objective of the program is the transformation of city government employees into genuine public servants driven not by rules and regulations but by a vision and a mission.

The program shall have the following specific goals:

- a. to set response time in the delivery of services to its barest minimum;
- b. to pursue specific projects and activities aimed at inducing and sustaining peak productivity levels in all departments/offices;
- c. to encourage employees to come up with viable ideas and suggestions to further improve productivity;
- d. to constantly upgrade the skills and competence of employees through the regular conduct of seminars, workshops, trainings and similar activities;

- e. to institutionalize a cost reduction system; and
- f. to set up a feedback mechanism for the public.

SECTION 4. - MAJOR ACTIVITIES. - Activities such as but not limited to the following shall be implemented on a regular and sustainable manner:

- a. "OPLAN SERBIDOR NIN BANWAAN." shall concentrate on value formation and capability building. The principal objective here is to transform City Hall employees into genuine public servants driven not by rules and procedures but by a vision and a mission. It is also aimed at developing in the employee a deep sense of pride for being a vital part of the Naga City Government and for being privileged to serve the people well. Towards these ends, the following shall be implemented on a regular basis:
 - i. "Task Force Pampusog" which shall handle trainings and workshops to upgrade the knowledge, skills, and competence of City Hall employees;
 - ii. "Task Force Costumbre" which shall cover the value reorientation seminars and trainings; and
 - iii. "Task Force Lider" which shall facilitate the regular conduct of leadership skills enhancement workshops, both for the officials and rank-and-file.
- b. "SARONG BUGKOS, SARONG TUNGKOS para sa KAUSWAGAN" (rough translation: unity for progress) which shall focus on teambuilding. The activities along this line shall include the following:
 - i. Organization of the Productivity Improvement Circle (PIC) in every department/office. The PIC is a group of employees from the same department/office having the same line of work voluntarily organized and maintained to undertake self/mutual development and problem-solving capabilities and to act as direct program implementators in their respective departments/offices;
 - ii. "Urulay-ulay sa Kauswagan" (conference for progress) which refers to the weekly (every Monday, 7:00AM-9:00AM) planning and problem-solving conference of the Management Committee composed of the City Mayor, City Vice Mayor as well as the department heads/chiefs of offices;
 - iii. The conduct of periodic Management Performance Survey which shall allow the rank-and-file to rate the performance of their superiors;
 - iv. The holding of a monthly Employees' Day where the rank-and-file mix freely with the officials in an atmosphere of fun, fellowship, and camaraderie; and
 - v. The conduct of an Annual Search for Employees of the Year to emulate outstanding performance/s of city government employee/s.
- c. "SERBISYOMG MARIKAS, ATENDIDO asin RESPONSABLE sa TAO" (SMART) which shall address systems and procedures improvement. The activities here shall include the following:

- i. The institutionalization of “Atang Isip” (Suggestion System) which shall seek to draw productive ideas and suggestions from employees, as well as, all Naga City residents;
 - ii. The mounting of quick response and special operations teams;
 - iii. The conduct of time, motion, and other studies to streamline the operation of various departments/ offices;
 - iv. The implementation of “Ekonomiya sa Kauswagan,” a scheme aimed at cutting costs and expenses; and
 - v. The creation of the “Front-line Services Patrol Groups” which shall monitor, report, coordinate and follow-up, for immediate action/solution, of problems on roads (The Rut Patrol), water (The Leak Patrol), plants/ trees/environment (The Green Patrol), garbage and sanitation (The Trash Patrol), streetlights (The Lights Patrol) and ads/billboards and streamers (The Ads Patrol).
- d. “TINGOG nin BANWAAN, TINGOG nin KAUSWAGAN” which takes into full consideration the concept of “Participative Governance”. The activities in this area shall include the following:
- a. The conduct of “Pulso nin Siyudad” - a year-end citywide survey on the public perceptions of the front-line services;
 - b. The holding of “Konsultasyon sa Kauswagan,” a zone-by-zone consultation with the people; and
 - c. Program replication through “PIP sa BARANGAY” and other similar projects.

SECTION 5. - ORGANIZATION. - To effectively carryout the provisions of this Ordinance, a Committee on PIP-Naga is hereby created with the following composition:

COMMITTEE ON PIP-Naga

Chairperson:	Human Resource Management Officer
Vice Chairperson:	Chairman, Personnel Development Committee
Members:	Chairman, SP Committee on Manpower Development
	Chairman, SP Committee on Barangay Affairs
	Chairman, SP Committee on Public Affairs and Information
	Chairman, Productivity Improvement Circle
	NACIGEA President
	PIP-Naga Executive Officer
	Dangal ng Bayan Awardees
	Mr. Salvador M. del Castillo
	Mr. J. Antonio A. Amparado
	DILG Local Government Operations Officer

SECTION 6. - FUNCTIONS AND RESPONSIBILITIES. - The PIP-Naga Committee has the following functions and responsibilities:

- a. Disseminate information regarding the program;
- b. Plan and organize activities pertinent to the achievement of the program's objectives;

- c. Solicit approval from the City Mayor for the implementation of the activities;
- d. Encourage participation from employees of all levels;
- e. Evaluate effectiveness of activities in consonance with the attainment of the program's objectives;
- f. Promote the program's objectives by setting the example for the employees to emulate; and
- g. Undertake other activities requisite to the success of the whole program.

SECTION 7. - IMPLEMENTING GUIDELINES. - The necessary implementing guidelines for each of the major activities as enumerated in Section 4 hereof and other plans/projects/programs as may be conceived shall be promulgated by the PIP-Naga Committee in order to facilitate compliance therewith and to achieve the objectives thereof.

SECTION 8. - SUPPORT SYSTEMS. - The PIP-Naga Committee is hereby empowered to create other special bodies such as task force/s, sub-committee/s, and the likes and to determine and appoint its membership as may be necessary to ensure the success of the whole program.

SECTION 9. - INDICATORS OF SUCCESS. - To effectively measure the impact of the program, the following performance areas shall be evaluated:

a. MANAGEMENT OF WORK

- i. Preparation of Organization, Department, Division, Section, and Individual Action Plans;
- ii. Alignment of Action Plans with Office/-Organization Mandate/s and/or Executive/Legislative Plans and other existing plans;
- iii. Establishment of Work Standards on a per transaction basis;
- iv. Employees' Performance Evaluation based on numbers i) to iii);
- v. Establishment of Monitoring Systems.

b. MANAGEMENT OF PEOPLE

- i. Establishment and Operationalization of General Guidelines such as Qualification Standard, Merit Promotion Plan and System of Ranking Positions, Grievance Procedure, Performance Evaluation System, Employees Suggestion and Incentive Awards System, Personnel Development and Training Program, Organizational Chart, Functional Chart, and Process Flow Chart;
- ii. Establishment and Operationalization of Standard Rules and Procedures such as Attendance, Office Hour, Break time, Uniform, and Travel on Official Business;
- iii. Development of Professionalism and Appropriate Skills such as Proper Placement and Utilization of Personnel, Proper Delegation of Work, and Management Performance Survey;
- iv. Observance of Work Ethics such as Courtesy and Respect; Honesty, and Dedication to Work;

- v. Adherence to Work Systems and Procedures such as Quick and Accurate Response to Clients, Elimination of Errors and Delays, Cost, Time, and Effort Reductions, and Standard Work Procedure;
- vi. Establishment of Information and Feedback Systems such as Public Assistance Counter, and Regular Management and Employees Meeting.

c. MANAGEMENT OF RESOURCES

- i. Generation of Revenues;
- ii. Utilization of Funds;
- iii. Tapping External Resources;
- iv. Provision of Adequate Equipment and Facilities;
- v. Proper Maintenance of Equipment and Facilities;
- vi. Adequate Supplies;
- vii. Proper Inventories of Supplies, Equipment, and Facilities;
- viii. Cost Saving Measures.

d. MANAGEMENT OF LINKAGES

- i. Inter-Office Relationship;
- ii. Inter-Government Relationship;
- iii. Relationship with Private Sector (NGOs and Pos);
- iv. Relationship with Public Sector (LGUs and NGAs).

e. MANAGEMENT OF INNOVATIONS

- i. Creation of Productivity Improvement Circle
- ii. Cost Reduction Strategies
- iii. Time and Motion Studies

SECTION 10. - FUNDING. - Pursuant to Section 8, Rule VIII of the Omnibus Rules Implementing Book V of Executive Order No. 292, otherwise known as the "Administrative Code of 1987," at least three (3) percent of each department's annual budget shall be set aside for the PIP-Naga and for human resource development purposes.

SECTION 11. - EFFECTIVITY. - This ordinance shall take effect upon its approval.

ENACTED: January 8, 1997.

WE HEREBY CERTIFY to the correctness of the foregoing ordinance.

J. ANTONIO A. AMPARADO
Secretary to the
Sangguniang Panlungsod

LOURDES V. ASENCE, M.D.
City Vice Mayor & Presiding Officer

APPROVED:

JESSE M. ROBREDO
City Mayor