



Republic of the Philippines
Tanggapan ng Sangguniang Panlungsod
City of Naga



ORDINANCE NO. 2002-063

AN ORDINANCE STRENGTHENING PEOPLE PARTICIPATION IN LOCAL GOVERNANCE BY ESTABLISHING MECHANISM OF TRANSPARENCY THROUGH THE INSTITUTIONALIZATION OF THE I-GOVERNANCE PROGRAM OF NAGA CITY: -

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Hon. Gabriel H. Bordado, Jr.

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

SECTION 1. - TITLE. - This Ordinance shall be known as the “I-Governance Ordinance of Naga City”.

SECTION 2. - PURPOSE. - This Ordinance is enacted to facilitate meaningful participation of individual citizens in local governance through the institutionalization of mechanisms that ensure transparency in government administration and decision-making and encourage people’s feedback, comments, and suggestions/recommendations.

SECTION 3. - DECLARATION OF PRINCIPLES. - The enactment of this ordinance is anchored in, and its implementation shall be guided by, the following principles:

- a. Transparency in government decision-making and administration requires information openness on matters involving the affairs of government;
- b. Information openness ensures transparency that effectively enforces accountability of public officers;
- c. Transparency in government administration and people’s creative use of information generate broad-based support and stakeholderhood that ensures the success and sustainability of government programs and projects;
- d. Broad-based support to, and stakeholderhood of, government programs and projects is generated if the people are included not only in the implementation but also in the conceptualization, monitoring and evaluation thereof.

SECTION 4. - THE I-GOVERNANCE: NATURE AND SCOPE. - The i-Governance is a mechanism by which government transparency is facilitated through information openness on matters affecting the affairs of government. As a mechanism, it facilitates the establishment of a government that is inclusive, interactive, and innovative. An inclusive and interactive government is one where the system of governance encourages participation of both individuals and groups by engaging them in continuing dialogue and productive partnerships towards the achievement of communal goals. An innovative government is one where the system of governance is founded on a culture of excellence and thrives upon the unending challenge of greater creativity and continuing innovations.

SECTION 5. - COMPONENTS OF I-GOVERNANCE. - The i-Governance shall initially be concretized by the following program components:

- a. "www.naga.gov.ph" - an internet web site of the Naga City Government which provides accurate, relevant and engaging information about Naga City and the operations of the City Hall. This web site, which is armed with a message board and guest book, allows the Global internet community to know Naga City and the Naga City Government and web-enabled Nagueños to touch base with the City Hall and with fellow residents and make their thoughts, ideas and opinions, reach the City Government.

The information provided in the web page is divided into four major categories pursuing the four major thrusts of the City Government, as follows:

- i. Sell Naga - contains essential and relevant information about the city, presented in downloadable maps, charts, and tables anchored on extensive city profile, urban indicators and statistics, tourism potential and resources, investment opportunities, and news updates;
- ii. Serve Naga - (indicated as NetServe) contains a comprehensive presentation or catalog of the services being rendered and delivered by the City government, detailing the requirements for availment, procedures, response time, and the point personnel for each type or category of service. This web page also provides downloadable forms used/required in transacting with the different offices and departments of the City Government.

Designed to inspire community participation in reaching the goals of the City, this page also contains the annual plans and targets of the City, in general, and the different offices/departments, in particular.

- iii. Share Naga - features complete data on city finances, including the details of the City's Annual Budget and Expenditure; public bidding or offering and their results; Ordinances and Resolutions; and directory of City Officials with their respective telephone numbers and e-mail addresses.
- iv. Star Naga - directed towards the promotion of civic pride, this web page focuses on the accomplishments, awards, and citations for the milestones achieved by the City.
 - a. THE NAGA CITY CITIZEN'S CHARTER - Constitutes the printed version of Serve Naga or NetServe, the Naga City Citizen's Charter is a handbook which each of the households of Naga City shall possess. It contains a clear and comprehensive description of the services being rendered and provided by the City Government, the time for delivery/response, and the officers responsible. The Handbook provides the list of requirements for availment of the service, maps, pinpointing the location of the different city offices and departments, and a detachable Feedback Form to generate comments on the quality of the service being delivered and suggestions for improvement.

SECTION 6. - DECLARATION OF COMMITMENT AND DUTY. - The City Government of Naga hereby declares the following as its commitment and duty to bind itself to undertake the following:

- a. Update the www.naga.gov.ph in conformity with the Internal Rules and Regulations to be crafted by the City Mayor's Office to ensure the relevance of the information contained therein particularly those pertaining to Serve Naga and Share Naga provided under Section 4(A) hereof;
- b. Update, reprint and distribute the Naga City Citizen's Charter within one (1) year after every local election.

SECTION 7. - PROCEDURE FOR REDRESS. - In case of failure of the City Government or any of its officers to make accessible or available updated www.naga.gov.ph and/or the Naga City Citizen's Charter, any resident of Naga City can serve a written notice to the Office of the City Mayor, copy furnished the Sangguniang Panlungsod and the Naga City People's Council, requesting the performance thereof. Within fifteen (15) days from receipt, the City Mayor shall make a written reply, copy furnished the Sangguniang Panlungsod and the Naga City People's Council, indicating the reason for the failure, if any, and the timetable for performance which in no case shall be less than three (3) months for *naga.gov.ph* and one (1) year for the Naga City Citizen's Charter from date of receipt of the letter-request. Failure of the City Government to comply despite the City Mayor's commitment within the duration provided, appropriate recourse to the proper court shall be available.

SECTION 8. - FUNDING AND APPROPRIATION. - The City Government shall provide in its Annual Budget sufficient fund necessary to maintain, improve, and update the *naga.gov.ph* and the Naga City Citizen's Charter.

SECTION 9. - SEPARABILITY. - 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 10. - REPEALING CLAUSE. - All ordinances, executive orders and administrative issuances or part or parts thereof which are inconsistent with this ordinance are hereby repealed or modified accordingly.

SECTION 11. - EFFECTIVITY. - This ordinance shall take effect fifteen (15) days upon its approval and publication in a local newspaper of local circulation.

ENACTED: September 16, 2002.

WE HEREBY CERTIFY to the correctness of the foregoing ordinance.

GIL A. DE LA TORRE
Board Secretary III
& Secretary-Designate

ESTEBAN R. ABONAL
City Vice Mayor & Presiding Officer

APPROVED:

JESSE M. ROBREDO
City Mayor