





- c) Public officials and employees shall at all times be accountable to the citizens and maintain integrity, competence, loyalty, and utmost responsibility in performing their duties;

**SECTION 4. DEFINITIONS.** The following terms shall mean, as follows:

- a) Citizen's Charter - is an official document that communicates, in simple terms, the service standards or pledge of the City Government and its various offices of the frontline services being provided to its citizens. It describes the step-by-step procedure for availing a particular service, the person responsible for each step, the documents needed to be submitted and the fees to be paid, if any;
- b) Fixer - any individual or group of individuals, whether or not officially involved in the operation of a government office or agency, who has/have access to the people working therein, and whether or not in collusion with them, facilitates speedy completion of transactions for pecuniary gain or any other advantage or consideration;

**SECTION 5. FORM AND CONTENT OF THE NAGA CITY CITIZEN'S CHARTER.** The Naga City Citizen's Charter shall be in information billboards, touchscreen interactive information kiosks, electronic billboards, posters, tarpaulins, standees, or any other readable materials in print or electronically, that could be easily understood by the public, posted at the City's website, the main entrance of offices or at the most conspicuous place, and in the form of published materials written either in English, Filipino, or in Bikol, that detail:

- a) A comprehensive and uniform checklist of requirements for each type of application or request. The checklist of requirements must be complete, exhaustive, and specific;
- b) The procedure to obtain a particular service including the steps necessary to complete each process and the duration of the action per step;
- c) The person/s responsible for each step and their official designation;
- d) The maximum time to conclude the process which shall be expressed in working days, hours, or minutes;
- e) The documents to be presented by the applicant or requesting party and where each documentary requirement can be requested. The type (i.e. certified true copy, original or photocopy) and number of copies must be indicated;
- f) The amount of fees and where the payment shall be given;
- g) The procedure for filing complaints in relation to the application or request. The names and contact numbers of heads of offices involved in the processing of the application or request and the contact information of

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the I-governance Office, the Presidential Complaints Center, Complaints Action Center of the Anti-Red Tape Authority, Contact Center ng Bayan (CCB), and the feedback facility of the Civil Service Commission, where applicants or requesting parties can provide feedback on the quality of services rendered, shall be included;

**SECTION 6. RESPONSIBILITIES OF CITY DEPARTMENTS AND OFFICES.** Every City Department and Office Head of the City Government of Naga providing frontline and internal services must:

- a) With the guidance of the I-governance Office, set up the most current and updated service standards in accordance with Section 5 of this ordinance, certify to its correctness and affirm the office's commitment to the same;
- b) Conduct annual monitoring and review of the Citizen's Charter; particularly, the procedure/steps, time, documentary requirements, and fees;
- c) Coordinate with the I-governance Office in developing and fostering client feedback mechanisms and client satisfaction measurements in their process improvement efforts;
- d) Set up anti-fixer campaign materials and ensure that all their subordinates are wearing their Identification Cards (I.D.) or nameplates during office hours;
- e) Provide priority lanes/counters for Senior Citizens, Persons with Disabilities, Pregnant and those with special needs;
- f) Comply with the No Noon Break Policy for government offices providing frontline services to the public to ensure that all clients are attended and served even during lunch break;
- g) Submit recommendations to the City Mayor and the Sangguniang Panlungsod of Naga for the passage of policy measures to ease government transactions and processes within their respective offices;
- h) Ensure compliance and implementation of their respective Citizen's Charter pursuant to the provisions of the R.A. 11032 and its IRR;

**SECTION 7. FUNCTIONS OF THE I-GOVERNANCE OFFICE.** The I-governance Office, shall be the office primarily responsible in the implementation of the provisions of R.A. 11032, its IRR, and of this ordinance; particularly, the I-governance Office shall:

- a) Issue the Citizen's Charter template, in accordance with the Anti-Red Tape Authority, for compliance by every City Department and office taking into account the most effective way of informing the public the services and process standards provided by each office of the City Government;



- b) Monitor and review the submitted Citizen's Charter by each office and the implementation of the same;
- c) Ensure the updating, reprinting, distribution, and setting up of the Naga City Citizen's Charter, in any of its prescribed form, at least once a year and lead the campaign to widen public awareness of the existence, purpose, and benefits of the Citizen's Charter;
- d) Receive and process all complaints, suggestions, and all other comments, from clients and the general public regarding services rendered by City Hall Offices and Employees and give feedback as to the actions taken to the complainant, if known;
- e) In coordination with the Human Resources Office, facilitate the conduct of regular trainings or orientations to City Hall employees, particularly those handling frontline services, to ensure their compliance to the Citizen's Charter;
- f) In coordination with the City Legal Office, initiate investigations or cause to be investigated any official or employee for the filing of administrative or criminal complaints for neglect or misconduct in office, including non-compliance of employees to the service standards of the Naga City Citizen's Charter;
- g) Conduct annual monitoring and evaluation and submit to the Local Chief Executive and Sangguniang Panlungsod a report as to the implementation of the Naga City Citizen's Charter with recommendations for its improvement;

**SECTION 8. STRUCTURE OF THE I-GOVERNANCE OFFICE.** The I-governance Office shall be an attached unit under the Internal Audit Services which shall be headed by an I-Gov Officer (Administrative Officer V with Salary Grade 18). The I-Gov Officer shall be the focal person of the Anti-Red Tape Authority and ensure the implementation of the provisions of this ordinance and all other relevant laws and issuances of the Anti-Red Tape Authority;

**SECTION 9. FUNDING.** The funds necessary for the implementation of this ordinance shall be incorporated in the Annual Budget of the City Government, particularly under the Internal Audit Services, beginning FY 2024;

**SECTION 10. TRANSITORY PROVISIONS.** Up until the creation of the position mentioned under Section 8 of this ordinance, the present I-governance Office, attached to the City Mayor's Office, shall be primarily responsible in the implementation of the provisions of this ordinance;

**SECTION 11. SEPARABILITY CLAUSE.** If 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;

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**SECTION 12. REPEALING CLAUSE.** The relevant provisions of City Ordinance 2002-063 and City Ordinance 2021-016 are hereby amended to conform to the provisions of this ordinance. All other ordinances, executive orders, and administrative issuances or part or parts thereof, that are inconsistent with this ordinance, are hereby repealed or modified accordingly;

**SECTION 13. EFFECTIVITY.** This ordinance shall take effect upon its approval and publication in a local newspaper of local circulation.

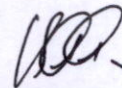
Enacted: December 19, 2023.

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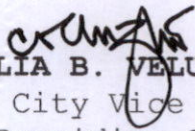
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**WE HEREBY CERTIFY** to the correctness of the foregoing ordinance.

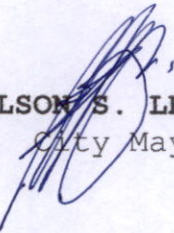


**GIL A. DE LA TORRE**  
Secretary to the  
Sangguniang Panlungsod



**CECILIA B. VELUZ-DE ASIS**  
City Vice Mayor  
& Presiding Officer

**APPROVED:**



**NELSON S. LEGACION**  
City Mayor 12/20/23