





**SECTION 4. Definition of terms.** For purposes of this policy, the following terms shall mean as follows.

- a) Accountability- the act of being responsible to one's office's mandate
- b) Efficiency- the state of being able to do more with less
- c) Innovation- introduction of a new way of doing or accomplishing tasks, either aided by technology or not
- d) Integrity- absence of any anomalous acts in the systems and processes
- e) Governance Operations- the processes and procedures involve in running the local government
- f) Monitoring and Evaluation (M&E)- the activity of checking of governance processes in order to identify gaps and cause for necessary improvements
- g) Transparency- information openness of the City to the public particularly with regards to financial management
- h) Transactions- as referred, shall mean the infrastructure projects, goods and services to be procured/implemented by the City Government of Naga.
- i) Service Delivery- the discharge of duties and responsibilities of the offices of the city government towards clientele

**ARTICLE 3**

**The Naga City Governance Operations Monitoring and Evaluation Board (NCGOMEB)**

**SECTION 5. Naga City Governance Operations Monitoring and Evaluation Board.** There is hereby created the Naga City Governance Operations Monitoring and Evaluation Committee (NCGOMEC) with the following composition:

Chairperson: Head, Jesse M. Robredo Good Governance Center  
Co-Chairperson: City Administrator  
Members: City Planning and Development Officer  
City Legal Officer  
City Procurement Officer  
City Budget Officer  
City Accountant  
City Treasurer's Officer  
i-Governance Officer  
Internal Audit Services Officer  
City Events, Protocol, and Public Information Officer  
Information and Technology Officer  
General Services Officer  
Human Resource Management Officer  
Representative, Naga City Peoples' Council

**SECTION 6. Functions.** The following shall govern the tasks and responsibilities of the NCGOMEB.

1. Ensure full compliance of the city government to existing laws in procurement, bidding, and other financial processes
2. Cause for improvement in the planning and budgeting cycle of the city, as necessary
3. Ensure seamless coordination between and among offices of related functions for uniformity of data and reports
4. Craft programs and policies geared towards capability development of the city government's human resource



5. Receive, verify, and investigate anomalous reports in the city's processes
6. Introduce positive developments in systems and processes of the city government for improved service delivery, i.e. digitalization undertakings, as may be necessary.
7. Lead in the fostering of the culture of transparency, stakeholder ship, and excellence inside the local government.

**ARTICLE 4**

**Monitoring and Evaluation (M&E) Framework**

**SECTION 7. City Vision.** Naga's reconfigured vision of a "Healthy City" as detailed in the city's Comprehensive Development Plan (CDP) shall serve as the overarching goal in the local government's Monitoring and Evaluation (M&E) Framework.

**SECTION 8. City Codes and Plans.** The various city codes and plans shall be considered in determining the desired outcomes of the city's M&E.

**SECTION 9. National Laws, Policies, and Regulations.** Pertinent national laws, policies, and regulations, especially those implementations being monitored in the local level by different concerned bodies and agencies, shall form part of the M & E Framework.

**SECTION 10. Performance Metrics of National Government Agencies.** The performance metrics crafted and being implemented by different national government agencies shall be adopted and incorporated in the forming of the city's M&E.

**ARTICLE 5**  
**Performance Indicators**

**SECTION 11. LGU Scorecard.** There shall be developed a local government-wide scorecard that incorporates the city-level targets and outcomes. The scorecard shall be regularly updated and visited following the reporting and review mechanisms stipulated in Article 4 of this Ordinance.

**SECTION 12. OPCR and IPCR.** The LGU scorecard shall be reflected by the offices in their respective Office Performance Commitment and Review (OPCR) and that of their employees' Individual Performance Commitment and Review (IPCR). The OPCR shall form the basis of the office's Monthly Accomplishment Report that shall be required as stipulated in Article 4 of this Ordinance.

**ARTICLE 6**  
**Reporting and Review Mechanisms**

**SECTION 13. Monthly Accomplishment Report.** City Government Offices shall be required to submit on a monthly basis their respective accomplishment report on their achieved targets and outcomes viz-a-viz their set goals, plans, and objectives, as outlined in their Annual Investment Program (AIP) and OPCR.

**SECTION 14. Quarterly AIP PPAs Evaluation.** The NCGOMEB shall meet regularly on a quarterly basis to plot out and assess the performance of each office and the local government as a whole, on

OPCR

9

6



the achievement of its targets and outcomes viz-a-viz its set goals, plans, and objectives, as outlined in the city's Annual Investment Program (AIP).

**SECTION 15. Annual Accomplishment Report.** The NCGOMEB shall conduct an annual evaluation on the year-round accomplishments of the local government. The report shall be furnished the Office of the City Mayor and the Secretariat of the Sangguniang Panlungsod every first working day of the month of June. The same could form basis of the rendering of the State of the City Report of the City Mayor.

**ARTICLE 7**

**Data Banking, Management, and Transparency**

**SECTION 16. Data Center.** With the data capture of from the reports submitted by the different city programs and offices, there shall be established a local data center that will serve as the repository of all the city data.

**SECTION 17. City Website and Official Social Media Pages.** The city website and official social media pages shall ensure regular, timely, and up-to-date posting of pertinent city information to the public. The platforms shall be maximized as efficient vehicles for the city's most effective information dissemination and transparency efforts

**ARTICLE 8**

**Improvements and Innovations**

**SECTION 18. Policy Recommendations.** Following the conduct of quarterly assessment and annual evaluation, the NCGOMECE shall cause for the crafting of proposals for the passage of ordinances, executive and/or administrative orders aimed towards the improvement of existing systems, processes, and procedures in the local government.

**SECTION 19. Innovations and Research Developments.** The NCGOMECE shall work closely with the Naga City Research Committee for the facilitation of the introduction and propagation of innovative programs and projects, as well as new researches in the city.

**ARTICLE 9**

**Receipt, Filing, and Resolution of Complaints and Anomalous Reports**

**SECTION 20. Client Feedback System.** The NCGOMECE shall oversee and ensure the implementation and proper processing of the Client Satisfaction Measurement (CSM) tools in the city government, in line with the ARTA CSM tool.

**SECTION 21. Complaint Resolution and Referral System.** The NCGOMECE shall receive and investigate complaints and reports pertaining to the governance processes and operations of City Hall. The board shall lead the conduct of necessary discussions and dialogues pertaining the subject matter. Findings shall be documented and submitted to the Office of the City Mayor and the Sangguniang Panlungsod for further measures. Cases requiring

at the end

①



certain interventions beyond the board capacity shall be referred by the board to appropriate bodies for proper management. The board shall develop its internal procedure and policies in the handling of complaints and anomalous reports.

**SECTION 22. Effectivity.** This Ordinance shall take effect immediately upon approval.

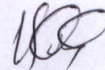
ENACTED: September 24, 2024.

xxx

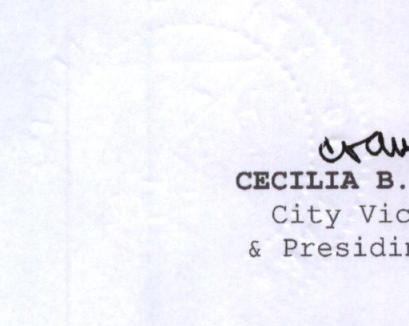
xxx

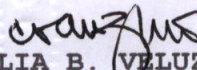
xxx

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

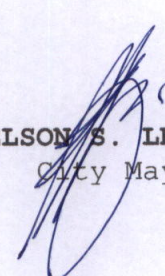


**GIL A. DE LA TORRE**  
Secretary to the  
Sangguniang Panlungsod



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

APPROVED:



**NELSON S. LEGACION**  
City Mayor 10/9/24