



Republic of the Philippines  
Province of Aurora  
MUNICIPALITY OF BALER

*Office of the Sangguniang Bayan*

**EXCERPT FROM THE MINUTES OF THE REGULAR SESSION OF THE SANGGUNIANG BAYAN OF BALER, AURORA WHICH WAS HELD ON SEPTEMBER 09, 2009 AT THE SB SESSION HALL, LEGISLATIVE BUILDING.**

Present:

Hon. Nelianto C. Bihasa	Vice Mayor-Presiding Officer
Hon. Benjamin C. Mata	SB Member
Hon. Zaldy R. Hugo	SB Member
Hon. Edith S. Buluag	SB Member
Hon. Marcelino B. Zabat	SB Member
Hon. Danilo M. Ong	SB Member
Hon. Nenita DS. Gonzales	SB Member
Hon. Arthur L. Sanchez	SB Member-PCL President
Hon. Pedro V. Querijero	SB Member-ABC President
Hon. John Mark A. Aragon	SB Member-SK Fed. Chairman

Absent:

Hon. Zenaida S. Querijero	SB Member (On sick leave)
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**ORDINANCE NO. 04-2009**

**AN ORDINANCE STRENGTHENING PEOPLE'S PARTICIPATION IN LOCAL GOVERNANCE BY ESTABLISHING MECHANISM OF TRANSPARENCY THROUGH THE INSTITUTIONALIZATION OF THE CITIZENS' CHARTER OF THE MUNICIPALITY OF BALER, PROVINCE OF AURORA;**

Be it ordained by the Sangguniang Bayan in session assembled:

**SECTION 1. TITLE.** This ordinance shall be known as the Citizens Charter of Baler, Aurora.

**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, suggestions and 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 not included not only in the implementation but also in the conceptualization, monitoring and evaluation thereof.

**SECTION 4. THE CITIZENS CHARTER NATURE AND SCOPE.** The Citizen's charter 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 CITIZENS CHARTER.** The Citizens Charter shall initially be concretized by the following programs components:

- a. **THE BALER CITIZENS' CHARTER.** Constitutes the printed version of a handbook which each of the households of the municipality shall possess. It contains a clear and comprehensive description of the services being rendered and provided by the Municipal 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 offices 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 Municipal Government of Baler hereby declares the following as its commitment and duty to bind itself to undertake the following:

- a. Update, reprint and distribute the Baler Citizen's Charter within one (1) year after every local election.

**SECTION 7. PROCEDURES AND REDRESS.** In case of failure the Municipal Government or any of its officers to deliver the frontline services on time, any resident of this municipality can serve a written notice to the Office of the Mayor copy furnished the Sangguniang Bayan, requesting the performance thereof. Within fifteen (15) days from receipt of the Office of Mayor, a written reply shall be issued, copy furnished the Sangguniang Bayan indicating the reason for the failure, if any, and the timetable of performance which in no case shall be less than one (1) month from date of receipt of the letter request. Failure of the Municipal Government to comply despite the Municipal Mayor's commitment within the duration provided, appropriate recourse to the proper court shall be available.

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

**SECTION 9. SEPARABILITY CLAUSE.** 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 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) and or posted in three (3) conspicuous places.

**ENACTED:** This 9<sup>th</sup> day of September, 2009 at the SB Session Hall, Legislative Building, Baler, Aurora.

**SPONSOR:** SB Committee on Good Government

I hereby certify that this is a true and accurate copy of the Ordinance duly enacted by the Sangguniang Bayan of Baler, Aurora on September 09, 2009.

**GLORIOSO A. VILLAFRANCA**  
Secretary to the Sangguniang Bayan

Attested:

**NELIANTO C. BIHASA**  
Vice Mayor- Presiding Officer

Approved:

**ARTURO J. ANGARA, DMD**  
Municipal Mayor