



REPUBLIC OF THE PHILIPPINES

CITY OF ISABELA

Province of Basilan

Office of the City Mayor

Isabela City Hall Complex, Sunrise Village, Isabela City, Basilan, Philippines

EXECUTIVE ORDER NO. 01

Series of 2021

**REORGANIZING THE STEERING COMMITTEE AND TASK FORCE
ON CITIZEN'S CHARTER OF ISABELA CITY GOVERNMENT,
BASILAN**

WHEREAS, Executive Order No. 06 series of 2020 amending Executive Order 23, series of 2019 reorganizes the steering committee and task force to assist in the formulation of Citizen's Charter of the City of Isabela, Basilan;

WHEREAS, there is a need to amend the provisions of Executive Order No. 23; series of 2019 particularly its compositions due to the change of leadership and officials in the City of Isabela brought about by the Synchronized National and Local Elections of 2019 and or the unsuitability in the membership of the created steering committee and task force;

WHEREAS, the Anti-Red Tape Act of 2007, otherwise known as Republic Act No. 9485, declared that it is the policy of the State to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in government;

WHEREAS, in accordance with the policy, local government units are to set up service standards to be known as the Citizen's Charter in the form of information billboards which should be posted/ displayed at the main entrance of offices or at the most conspicuous places or in the form of published materials written either in English, Filipino or in the local dialect;

WHEREAS, this administration advocates the promotion of good local governance through transparent, accountable and responsive public service delivery which is also espoused under R.A. 9485;

WHEREAS, the leadership is aware of the benefits of the implementation of a Citizen's Charter to LGU's and its constituents such as less of cost of public service delivery; reduced vulnerability to graft and corruption; availability of feedback mechanism; existence and basis for assessing the performance of the local government and its staff as well as customer satisfaction; equal treatment of clients;



availability of complaints and redress mechanism and opening of the opportunity for participation of the people on service improvement and among others;

WHEREAS, it is our leadership's desire for the City of Isabela and its constituents to reap the same benefits as mentioned above through the establishment of its own Citizen's Charter.

NOW THEREFORE, by the power vested in me by the Local Government Code of 1991 and other existing laws, I hereby order the following:

Section 1. The Section 2 of Executive Order No. 06, series of 2020 is hereby amended to read as follows:

- Vision and Mission of the city government office;
- Identification of the frontline services offered and the recipients of such services
- The step-by-step procedures on how to obtain a particular service;
- The officer or employee responsible for each step;
- The maximum time allotted to conclude the process;
- Document(s) to be presented/submitted by the client, with the clear indication of the relevancy of said document(s);
- The amount of fees, if necessary;
- The procedure for filing complaints in relation to its requests and applications including the names and contact details of the officials channels to approach for redress;
- Allowable period for extension of service due to either unusual circumstances or unforeseen events beyond the control of government office or concerned agency and;
- Feedback mechanisms, contact numbers to call and/or persons to approach for recommendations, inquiries, suggestions, as well as complaints.



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Section 2. Creation of the Steering Committee on the Citizens' Charter Initiative. A Steering Committee on the Citizens' Charter Initiative shall be created to serve as primary advisory body to the Local Chief Executive in the over-all direction, supervision and implementation of the Citizens' Charter Initiative. The Steering Committee shall be composed of the following:

Chairman: JOEL L. ZANORIA
City Administrator

Members: HON. CANDU I. MUARIP
Chairperson, Committee on Good Governance
and Public Ethics, Sanguniang Panlungsod

ENGR. EDGARDO C. HALASAN
City Planning & Dev't. Coordinator

DAYANG MIRHAMA A. JALJALIS
City Civil Registrar

DR. MOHREIN H. ISMAEL, VI M.D.
City Health Officer

MS. MARY JANE F. ABENOJAR
Acting City Treasurer

MRS. EMMA B. GURREA
City Social Welfare & Devt. Officer

MS. AMELITA M. DUMDUM
Acting City Budget Officer

MS. ROSELLA T. LUNA
Asst. CHRMO/Acting CHRMO

MR. EUGENE B. STRONG
City General Services Officer

MR. VIDO F. YU
City Assessor

MS. MIRIAM SUACITO
Representative, NGO

ENGR. GIAN CARLO E. LUNA
Asst. City Engineer

MS. MARGARITA A. AUXTERO
Representative, NGO

Section 3. The Section 4 of Executive Order 06; series of 2020 is hereby amended to read as follow:

Section 4. Creation of the Task Force on Citizens' Charter Preparation.

A task Force on Citizens' Charter preparation shall be created to take lead in the revision and improvement of the Citizens' Charter. The Task Force shall be composed of the following:

JOEL L. ZANORIA City Administrator	-	-	Task Force Head
Engr. Edgardo C. Halasan	-	-	Member
Ms. Dayang Mirhama A. Jaljalis	-	-	Member
Ms. Rosella T. Luna	-	-	Member
Mr. Amelita M. Dumdum	-	-	Member
Ms. Mary Jane F. Abenojar	-	-	Member
Mr. Abdel Aziz S. Edris	-	-	Member
Ms. Emma B. Gurrea	-	-	Member
Engr. Gian Carlo E. Luna	-	-	Member
Mr. Vido F. Yu	-	-	Member
Engr. Joseph A. Lazaro	-	-	Member
Mr. Eugene B. Strong	-	-	Member
Dr. Mohrein H. Ismael	-	-	Member
Mr. Erwin Roy L. Jalao	-	-	Member
Ms. Jesielyn O. Puno	-	-	Member
Mr. Abou MOhhamad E. Asmawil	-	-	Member
Mr. Alberto V. Porticos	-	-	Member
Ms. Vilma S. Alcantara	-	-	Member
Mr. Alexander T. Garcia	-	-	Member
Ms. Faye A. Barandino	-	-	Member

Your City Government at Work!

City Government of Isabela de Basilan

www.isabelacity.gov.ph

mayor@isabelacity.gov.ph

#HAPIsabela

Section 5. REPEALING CLAUSE. All Executive Orders, memoranda and other issuances inconsistent to this order are hereby modified and repealed accordingly.

Section 6. Effectivity. This Executive Order shall take effect upon its approval.

Issued this 20th day of January 2021, Isabela City, Basilan.


SITTI DJALIA TURABIN-HATAMAN
City Mayor

OFFICE OF THE MAYOR

RELEASED

BY: 

DATE: 1-20-2021

TIME: 2:30pm

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