



**COMMITTEE ON RULES AND PRIVILEGES, LAWS AND
ORDINANCES**

COMMITTEE HEARING REPORT
CRPLO-PCR- 560-2024

Office of the Sangguniang Panlungsod
Received by: Janet P. Puyang
Date: 6/13/2024
Time: 1:15 pm

Subject: *A resolution seeking to improve the delivery of public service by adopting and approving the Citizen's Charter 2024 (First Edition) of all the Departments and Units of the Local Government of the City of Bacoor pursuant to the relevant provisions of Republic Act No. 11032 known as "An Act Promoting Ease of Doing Business and Efficient Government Service."*

The above-mentioned subject matter underwent first reading on April 15, 2024 during the 86th Regular Session of the Sangguniang Panlungsod. The said subject matter was referred by the Presiding Officer Hon. Rowena Bautista Mendiola to the Committee on Rules and Privileges, Laws and Ordinances.

The Committee Rules on Rules and Privileges, Laws and Ordinances sent out invitations to the resource persons and conducted a committee hearing on April 25, 2024 at the Session Hall of the Sangguniang Panlungsod at 1:30 p.m.

FINDINGS:

An act of promoting ease of doing business and efficient government service or Republic Act No. 11032 applies to all government offices and agencies including local government units, government-owned or controlled corporations and other government instrumentalities.

This act also promotes integrity, accountability, proper management of public affairs and public property as well as to establish effective practices, aimed at efficient turnaround of the delivery of government services and the prevention of graft and corruption in government.

The City Government of Bacoor shall set up their most current and updated service standards to be known as the Citizen's Charter in the form of information billboards which shall be posted at the main entrance of offices or at the most conspicuous place, in their respective websites and in the form of published materials written either in English, Filipino.





OFFICE OF THE SAGGUNIANG PANLUNGSOD

RECOMMENDATION:

After a thorough review of all the circumstances and statements from the resource persons, the Committee respectfully recommends that the Sangguniang Panlungsod approve the above subject matter.

By the motion of Hon. Reynaldo C. Palabrica duly seconded by all the members of the Sangguniang Panlungsod, the above subject matter was **APPROVED** during its 89th Regular Session.

WE HEREBY CERTIFY that the contents of the foregoing report are true and correct.

Signed this 6th day of May 2024 at the City of Bacoor, Cavite.

Committee on Rules and Privileges, Laws and Ordinances



COUN. REYNALDO C. PALABRICA
Chairman



COUN. LEVY TELA
Vice Chairman



COUN. ALEJANDRO GUTIERREZ
Member



COUN. ADRIELNO GAWARAN
Member



OFFICE OF THE SAGGUNYANG PANLUNGSOD

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COMMITTEE ON RULES AND PRIVILEGES, LAWS AND
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MINUTES OF THE COMMITTEE HEARING
CRPLO-PCR-560-2024

Subject: *A resolution seeking to improve the delivery of public service by adopting and approving the Citizen's Charter 2024 (First Edition) of all the Departments and Units of the Local Government of the City of Bacoor pursuant to the relevant provisions of Republic Act No. 11032 known as "An Act Promoting Ease of Doing Business and Efficient Government Service."*

A committee hearing on the above-subject matter was conducted last April 25, 2024 at 1:30 p.m. at the Session Hall of the Sangguniang Panlungsod presided by Committee Chairman Hon. Reynaldo C. Palabrica.

MEMBERS OF THE COMMITTEE AND CITY COUNCILORS PRESENT:

HON. LEVY TELA
HON. ALEJANDRO GUTIERREZ
HON. ADRIELITO GAWARAN
HON. SIMPLICIO DOMINGUEZ
HON. ROGELIO NOLASCO

RESOURCE PERSONS PRESENT:

MS. NATIVIDAD LUDWIG I. OPLE- HRDMD HEAD
ATTY. JOSHUA A. FLORES - CITY LEGAL SERVICES REPRESENTATIVE

- The Presiding Officer, City Councilor Hon. Reynaldo Palabrica read the above-subject matter and the committee hearing was called to order.
- The Presiding Officer then proceeded with the introduction of the members of the Honorable Committee and City Councilors present in the committee hearing.



OFFICE OF THE SAGGUNIANG PANLUNGSOD

- The Presiding Officer asked the resource persons to introduce themselves before the Honorable Committee.
- The Presiding Officer asked Ms. Natividad I. Ople, HRDMD Head, her insights regarding the proposed resolution.
- The HRDMD Head, Ms. Natividad I. Ople narrated that the City Government of Bacoor had set up its latest and updated Citizen's Charter for 2024.
- Ms. Ople added that the provisions of the citizen's charter was updated pursuant to the relevant provisions of Republic Act No. 11032 also known as the Act Promoting Ease of Doing Business and Efficient government Service.
- The HRDMD Head also said that in compliance to the City Ordinance mandating the implementation of various measures that will ensure the maintenance of the ISO 9001:2015 certification status of the city, all provisions in the citizen's charter conform with all the quality management system requirements that will ensure the continual improvement of the delivery of excellent public services and customer satisfaction.
- The Presiding Officers expressed his approval of the manifestations made by the HRDMD Head.
- The Presiding Officer asked for additional comments/suggestions from the members of the Honorable Committee. No more comments were raised.
- The Presiding Officer solicited a motion for the adjournment of the committee hearing.
- City Councilor Hon. Levy Tela moved for the adjournment of the committee hearing duly seconded by all the City Councilors present.
- The committee hearing ended at 1:45 p.m.

Prepared by:


RONALDO M. VERONA
Clerk

Attested by:


COUNCILOR REYNALDO C. PALABRICA
Chairman
Committee on Rules and Privileges, Laws and Ordinances



Republic of the Philippines
PROVINCE OF CAVITE
City of Bacoor

OFFICE OF THE SAGGUNSIANG PANLUNGSOD

Office of the Sangguniang Panlungsod
Received by: [Signature]
Date: 6/13/2024
Time: 1:15 pm

Committee on Rules and Privileges, Laws and Ordinances

NOTICE OF COMMITTEE HEARING

(PROOF OF RECEIPT)
(April 25, 2024 1:30 PM)
(SP Session Hall)

Subject: A RESOLUTION SEEKING TO IMPROVE THE DELIVERY OF PUBLIC SERVICE BY ADOPTING AND APPROVING THE CITIZENS' CHARTER 2024 (FIRST EDITION) OF ALL THE DEPARTMENTS AND UNITS OF THE LOCAL GOVERNMENT OF THE CITY OF BACOR PURSUANT TO THE RELEVANT PROVISIONS OF REPUBLIC ACT NO. 11032 KNOWN AS "AN ACT PROMOTING EASE OF DOING BUSINESS AND EFFICIENT GOVERNMENT SERVICE". (PCR No. 560-2024)

NAME	OFFICE AFFILIATION	CONTACT NUMBER	SIGNATURE/DATE
HON. ALDE PAGULAYAN	[Signature]	-	[Signature] 4/24/24
HON. LEVY TELA	SP		[Signature] 4/24/2024 16:02 AM
HON. ADRIELITO GAWARAN	SP		[Signature] 4/24/24
HON. ALEJANDRO GUTIERREZ	SP		[Signature] 4/24/24
Ms. NATIVIDAD LUDWIG OPLE HRDMD	[Signature] Local Government Adm. Assistant I	481-4143	[Signature] 4/24/24

PCR 560-2024 – A RESOLUTION SEEKING TO IMPROVE THE DELIVERY OF PUBLIC SERVICE BY ADOPTING AND APPROVING THE CITIZENS' CHARTER 2024 (FIRST EDITION) OF ALL THE DEPARTMENTS AND UNITS OF THE LOCAL GOVERNMENT OF THE CITY OF BACOR PURSUANT TO THE RELEVANT PROVISIONS OF REPUBLIC ACT NO. 11032 KNOWN AS "AN ACT PROMOTING EASE OF DOING BUSINESS AND EFFICIENT GOVERNMENT SERVICE".





Republic of the Philippines
PROVINCE OF CAVITE
City of Bacoor



Seal of
Good
Local
Governance
2023 Awardee
7 years in a row!

OFFICE OF THE SANGGUNIANG PANLUNGSOD BAGONG PILIPINAS
CGBCR-SPBac-F003.01
04/05/2024

PER 540-2024 - A RESOLUTION SEEKING TO IMPROVE THE DELIVERY OF PUBLIC SERVICE BY ADOPTING AND APPROVING THE CITIZENS' CHARTER 2024 (FIRST EDITION) OF ALL THE DEPARTMENTS AND UNITS OF THE LOCAL GOVERNMENT OF THE CITY OF BACOR PURSUANT TO THE RELEVANT PROVISIONS OF REPUBLIC ACT NO. 11032 KNOWN AS "AN ACT PROMOTING EASE OF DOING BUSINESS AND EFFICIENT GOVERNMENT SERVICE".



OFFICE OF THE HUMAN RESOURCES DEVELOPMENT AND MANAGEMENT DEPARTMENT
CITY OF BACOR

HUMAN RESOURCES DEVELOPMENT and MANAGEMENT DEPARTMENT

4 April 2024

THE HONORABLE MEMBERS
SANGGUNIANG PANLUNGSOD
CITY GOVERNMENT OF BACOR

THRU: HON. ROWENA BAPTISTA-MENDIOLA
City Vice Mayor

Your Honors,

This is to request that your office to draft a resolution seeking to improve the delivery of public service by adopting and approving the Citizens' Charter 2024 (1st Edition) of all the departments and units of the Local Government of Bacoor pursuant to the relevant provisions of Republic Act No. 11032 or "An Act of Promoting Ease of Doing Business and Efficient Government Service".

It is hoped that this request will merit the most prompt and favorable response.

Sincerely Yours,

[Signature]

NATIVIDAD EDWIG L. OPLE
City Government Department Head I

OFFICE OF THE
SANGGUNIANG PANLUNGSOD
RECEIVED
BY:ARIFL

DATE: 04/05/2024 TIME: 11:00 AM
BACOR CITY, CAVITE



BACK