



Republic of the Philippines
PROVINCE OF LEYTE
Provincial Capitol
Tacloban City

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PROVINCIAL LEGAL OFFICE

Item No.: 07

Date: 03 2025 JUN

Province of Leyte
Legal Office

Time: 5:43
Date: 5-7-25

2nd INDORSEMENT
April 28, 2025

SANGGUNIANG PANLALAWIGAN

RECEIVED
MAY 07 2025
Jemlyn

PROVINCE OF LEYTE

Respectfully returned to the Sangguniang Panlalawigan of Leyte, through the SP Secretary, the attached Ordinance No. 2025-222 of the Sangguniang Bayan of Carigara, Leyte.

Issues/concerns for review/recommendation/legal opinion is/are as follows:

- Ordinance No. 2025-222 entitled: “**Citizen Response/Feedback Mechanism of Carigara, Leyte.**”

REVIEW/RECOMMENDATION/LEGAL OPINION:

This office is of the opinion that the subject Ordinance is generally in accordance with its power under Sections 447(a)(1)¹ of the Local Government Code of 1991 (R.A 7160) in relation to RA 9485² and RA 11292³. Hence, we recommend for the declaration of its validity.

We hope to have assisted you with this request. Please note that the opinion rendered by this Office are based on the facts available and may vary or change when additional facts and documents are presented or changed. This opinion is likewise without prejudice to the opinions rendered by higher and competent authorities and/or the courts.


ATTY. JOSE RAYMUND A. ACOL
Provincial Legal Officer

¹ (a) The sangguniang bayan, as the legislative body of the municipality, shall enact ordinances, approve resolutions and appropriate funds for the general welfare of the municipality and its inhabitants pursuant to Section 16 of this Code and in the proper exercise of the corporate powers of the municipality as provided for under Section 22 of this Code, and shall:

(1) Approve ordinances and pass resolutions necessary for an efficient and effective municipal government

² Anti-Red Tape Act

³ Seal of Good Local Governance Act

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Palo, Leyte
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OFFICE OF THE SANGGUNIANG PANLALAWIGAN

APR 25 2025
4-25-25

1ST INDORSEMENT
25 April 2025

The Provincial Legal Office is respectfully requested to review and submit recommendations on the herein enclosed **Municipal Ordinance No. 2025-222** of the **Municipality of Carigara, Leyte**, entitled: **An Ordinance institutionalizing the Citizen Response or Feedback Mechanism for the Local Government Unit of Carigara.**

FLORINDA JILL S. UYVICO
Secretary to the Sanggunian



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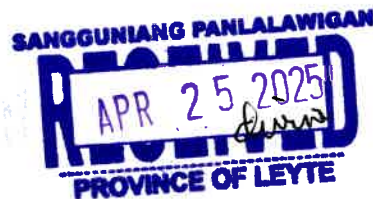
OFFICE OF THE SANGGUNIANG BAYAN

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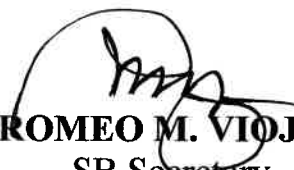
BAGONG PILIPINAS

1st Indorsement
April 25, 2025



Respectfully forwarded to the Honorable Members of the Sangguniang Panlalawigan of Leyte, thru the Provincial Board Secretary, Florinda Jill S. Uyvico, the herein **Municipal Ordinance No. 2025-222** – “*An Ordinance Institutionalizing the Citizens Response or FeedBack Mechanism for the Local Government Unit of Carigara*”.

For your perusal and appropriate action.


ROMEO M. VIOJAN
SB Secretary



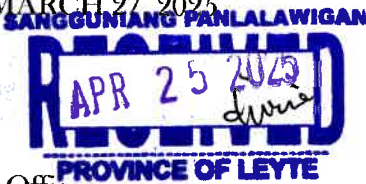
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EXCERPT FROM THE MINUTES/JOURNAL OF THE 135TH REGULAR SESSION OF
THE 19TH COUNCIL OF THE SANGGUNIAN BAYAN OF CARIGARA HELD AT THE
SESSION HALL, LEGISLATIVE BUILDING, CARIGARA, LEYTE ON MARCH 27, 2025



* * * * *

PRESENT:

Hon. Jimmy A. Camposano	-----	Mun. Vice Mayor-Pres. Officer
Hon. Joenlee C. Larraga	-----	SB Member
Hon. Anabella N. Crisostomo	-----	SB Member
Hon. Mildred C. Modesto	-----	SB Member
Hon. Raul Z. Lloren	-----	SB Member
Hon. Lorna A. Marpa	-----	SB Member
Hon. Joselu N. Guia	-----	SB Member
Hon. Kim Anthony G. Agner	-----	SB Member
Hon. Leny T. Ong	-----	SB Member
Hon. Arvin. N. Urmeneta	-----	SB Member-LnB President

ABSENT:

Hon. Daniel N. Ariaso, Jr.	-----	SB Member-SK Fed. Pres. - OT in Cebu City
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MUNICIPAL ORDINANCE NO. 2025-222

AN ORDINANCE INSTITUTIONALIZING THE CITIZEN RESPONSE OR
FEEDBACK MECHANISM FOR THE LOCAL GOVERNMENT UNIT OF CARIGARA

HON. JIMMY A. CAMPOSANO

HON. JOENLEE C. LARRAGA	HON. ANABELLA N. CRISOSTOMO
HON. MILDRED C. MODESTO	HON. RAUL Z. LLOREN
HON. LORNA A. MARPA	HON. JOSELU N. GUIA
HON. KIM ANTHONY G. AGNER	HON. LENY T. ONG
HON. ARVIN N. URMENETA	HON. DANIEL N. ARIASO, JR.

SPONSORS

WHEREAS, the Municipal Government of Carigara is committed in providing transparent, accountable and responsive public service delivery in accordance with R.A. 7160, also known as the "Local Government Code of 1991";

[Signature]



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Page 2/7 – Ord. No.2025-222 dated March 27, 2025–

"An Ordinance Institutionalizing the Citizen Response or Feedback Mechanism for the Local Government Unit of Carigara"

WHEREAS, a robust response or citizen feedback mechanism is essential to continuously improve the quality of services and address concerns raised by the public;

NOW, THEREFORE, in the interest of public service and in pursuant to existing laws and regulations governing the creation of this Citizen Response/Feedback Mechanism, on motion presented by the Hon. Lorna A. Marpa, seconded by Hon. Anabella N. Crisostomo

BE IT ORDAINED by the Sangguniang Bayan Carigara in Regular Session duly assembled, that:

Section 1. Title. This ordinance shall be known as "*Citizen Response/Feedback Mechanism*". Hereinafter referred to as "R/FM-Carigara".

Section 2. Purpose. This Ordinance aims to establish a comprehensive system for gathering, analyzing, and responding to feedback from the public regarding the services provided by the Municipal Government. In other words, the R/FM-Carigara refers to a program that tackles the problem of how to bring about adequacy, efficiency, effectiveness and equity in the delivery of public services amidst competing sectoral demands.

In doing so, it shall focus on the four (4) inter-linking areas relevant to local government productivity:

1. The provision of sufficient services to meet the requirements of the population;
2. Getting the optimum outputs with minimum expenditures;
3. The capability to produce results as desired and planned, encompassing quality and level of service; and
4. Accessible and acceptable services based on the principle "the greatest good for the greatest number."

Section 3. Objectives. The principal objective of the program is the transformation of the government employees into genuine public servants driven not by rules and regulations but by a vision and a mission. The program shall have the following specific goals:

1. To set response time in the delivery of services to its barest minimum;
2. To pursue specific projects and activities aimed at inducing and sustaining peak productivity levels in all departments/offices;

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Page 3/7 – Ord. No.2025-222 dated March 27, 2025–

"An Ordinance Institutionalizing the Citizen Response or Feedback Mechanism for the Local Government Unit of Carigara"

3. To encourage employees to come up with viable ideas and suggestions to further improve productivity;
4. To constantly upgrade the skills and competence of employees through the regular conduct of seminars, workshops, trainings and similar activities;
5. To institutionalize a cost reduction system; and
6. To set up a feedback mechanism for the public

Section 4. Major Activities and Feedback Collection Methods. The following are the different activities and feedback collection method:

Feedback Forms. A standardized feedback form shall be available at all government offices, accessible online, and distributed through community outreach programs.

Complaint Hotlines. A dedicated hotline number shall be established for citizens to report concerns and grievances.

Public Forums. Regular public forums shall be conducted to gather feedback from citizens in a survey feedback form (like public hearings, barangay assemblies, SK assemblies, etc.).

Social Media Platforms. Official social media pages shall be utilized to receive feedback from the public.

Drop Boxes. Feedback boxes shall be placed in strategic locations within government buildings and public areas.

Section 5. Feedback Analysis and Response:

Feedback Review. All feedback received shall be reviewed and categorized by the R/FM-PIP Committee within ten (10) working days from the date of its receipt, taking into consideration the applicable provisions of the Anti-Red Tape Act of 2007.

Action Plan Development. Based on the analyzed feedback, appropriate action plans shall be developed to address identified issues and implement improvements.

Response to Citizens. Citizens shall be notified of the actions taken regarding their feedback within ten (10) working days from the date of receipt, taking into consideration the applicable provisions of the Anti-Red Tape Act of 2007.



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Page 4/7 – Ord. No.2025-222 dated March 27, 2025–

"An Ordinance Institutionalizing the Citizen Response or Feedback Mechanism for the Local Government Unit of Carigara"

Section 6. Organization. To effectively carryout the provisions of this Ordinance, a **Committee on R/FM-Carigara** is hereby created with the following composition:

A. For the Executive Department:

Chairperson:	Municipal Mayor
Vice Chairperson:	Municipal Administrator
Members:	HRMO
	MPDO
	MBO
	MTO
	Mun. Assessor

B. For the Legislative Department:

Chairperson:	Municipal Vice Mayor
Vice Chairperson:	Secretary to the Sanggunian
Members:	Chairperson, Committee on Blue Ribbon
	Chairperson, Committee on Rules
	Chairperson, Committee on Police, Fire,
	Public Safety, Peace & Order and Human
	Rights Protection
	Chairperson, Committee on Barangay Affairs and
	Community Development
	Chairperson, Committee on Sports and Youth
	Development

Section 7. Functions and Responsibilities. The R/FM Committee has the following functions and responsibilities:

- Disseminate information regarding the program;
- Plan and organize activities pertinent to the achievement of the program's objectives;
- Solicit approval from the Municipal Mayor for the implementation of the activities;
- Encourage participation from employees of all levels;
- Evaluate effectiveness of activities in consonance with the attainment of the program's objectives;





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Page 5/7 – Ord. No.2025-222 dated March 27, 2025--

"An Ordinance Institutionalizing the Citizen Response or Feedback Mechanism for the Local Government Unit of Carigara"

- f. Promote the program's objectives by setting the example for the employees to emulate;
- g. Undertake other activities requisite to the success of the whole program; and
- h. To formulate the Implementing Rules and Regulations relative to the handling of feedback received within 60 days from the approval of this approval.

Section 8. Monitoring and Evaluation:

Regular Reports. The committee shall submit periodic reports to the Sanggunian regarding the feedback received, actions taken, and progress made.

Performance Review. The feedback mechanism shall be regularly reviewed every month and updated to ensure its effectiveness.

Section 9. Implementing Guidelines. The necessary implementing guidelines for each of the major activities and feedback mechanism methods as enumerated in Section 4 hereof and other plans/projects/programs as may be conceived shall be promulgated by the R/FM Committee in order to facilitate compliance therewith and to achieve the objectives thereof.

Section 10. Penalty Clause. Any government employee who deliberately obstructs or hinders the feedback process shall be subject to appropriate disciplinary action, as determined by the Committee.

Section 11. Repealing Clause. All ordinances, resolutions, circulars, memorandum, or rules and regulations inconsistent with the provisions of this Ordinance are hereby repealed or modified accordingly.

Section 12. Separability Clause. If, for any reason, any portion or provision of this Ordinance is declared unconstitutional or invalid, the other sections or provisions hereof which are not affected thereby shall continue to be in full force and effect.

Section 13. Supplementary Clause. On matters not provided in this Ordinance, any existing applicable laws and their corresponding Implementing Rules, Executive Orders and relevant issuances issued therefore shall apply in a supplemental manner.

Section 14. Transitory Clause. This Ordinance shall be amended as may be necessary or modified in pursuance to the issuance of the new programs, laws applicable for the creation of





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Page 6/7 – Ord. No.2025-222 dated March 27, 2025–

"An Ordinance Institutionalizing the Citizen Response or Feedback Mechanism for the Local Government Unit of Carigara"

the Response/Feedback Mechanism of Carigara.

Section 15. Effectivity Clause. This Ordinance shall take effect upon compliance of the mandatory posting requirement prescribed under RA 7160, otherwise known as the Local Government Code of 1991.

ENACTED: This 27th day of March 2025 at SB Session Hall, Carigara, Leyte

* * * * *


I HEREBY CERTIFY that this is true and accurate copy of the ordinance
duly enacted by the Sanggunian on 27 March 2025.



ROMEO M. VIOJAN
Secretary to the Sanggunian


Attested:


JIMMY A. CAMPOSANO
Municipal Vice Mayor / Presiding Officer

Concurred:


JOENLEE C. LARRAGA
SB Member


ANABELLA N. CRISOSTOMO
SB Member


MILDRED C. MODESTO
SB Member


RAUL Z. LLOREN
SB Member



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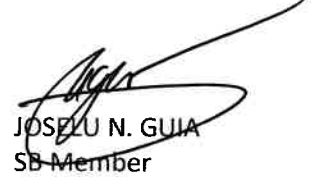


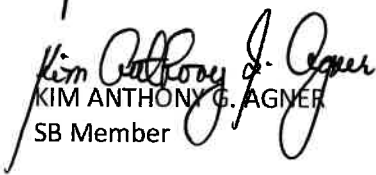
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Page 7/7 – Ord. No.2025-222 dated March 27, 2025–


"An Ordinance Institutionalizing the Citizen Response or Feedback Mechanism for the Local Government Unit of Carigara"


LORNA A. MARPA
SB Member



JOSEFU N. GUIA
SB Member


KIM ANTHONY G. AGNER
SB Member


LENY T. ONG
SB Member


ARVIN N. URMENETA
SB Member-LnB President

Approved:


EDUARDO T. ONG, JR.
Municipal Mayor

Date approved: 04/23/2025



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CERTIFICATION

THIS IS TO CERTIFY that **Municipal Ordinance No. 2025-222** – “*An Ordinance Institutionalizing the Citizens Response or FeedBack Mechanism for the Local Government Unit of Carigara*”, has been posted last April 23, 2025 in accordance with R.A. 7160, otherwise known as the Local Government Code of 1991.

ISSUED this 24th day of April, 2025.


ROMEO M. VIOJAN
SB Secretary