



REPUBLIC OF THE PHILIPPINES  
PROVINCE OF ILOILO  
MUNICIPALITY OF PAVIA  
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OFFICE OF THE SANGGUNIANG BAYAN

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OFFICE OF THE MAYOR  
MUNICIPALITY OF PAVIA

RECEIVED

BY: *[Signature]*  
DATE: 1-11-2024  
10:30 AM

EXCERPT FROM THE MINUTES OF THE REGULAR SESSION OF THE SANGGUNIANG BAYAN HELD ON DECEMBER 28, 2023 AT 9:00 A.M. IN THE SESSION HALL, MUNICIPAL BUILDING, PAVIA, ILOILO.

PRESENT:

- |                                      |  |
|--------------------------------------|--|
| 1. Hon. Edsel G. Gerochi             | -Municipal Vice Mayor<br>Presiding Officer |
| 2. Hon. Jo Jan Paul Peñol            | -Municipal Councilor                       |
| 3. Hon. Ariel Gerada                 | - do-                                      |
| 4. Hon. Jose Maria Trimañez          | - do-                                      |
| 5. Hon. Leonardo Belasa              | - do-                                      |
| 6. Hon. Daniel S. Fajardo II         | - do-                                      |
| 7. Hon. Roy Gorriceta, Sr.           | - do-                                      |
| 8. Hon. Rhia Sotomil                 | - do-                                      |
| 9. Hon. Joshua Philippe Gumban       | - do-                                      |
| 10. Hon. Tito J. Henarios            | -Liga President, Ex-Officio Member         |
| 11. Hon. Gerard Peter G. Zaldarriaga | -SK Federation Pres., Ex-Officio Member    |

MUNICIPAL ORDINANCE NO. 2023-64

ORDINANCE CREATING THE PAVIA COMPLAINTS ACTION TEAM (PCAT) AND INSTITUTIONALIZING THE FEEDBACK MECHANISM IN ALL GOVERNMENT OFFICES AND DEPARTMENTS.

**Section 1. SHORT TITLE.** This ordinance shall be known as the "Pavia Feedback Mechanism Ordinance of 2023"

**Section 2. LEGAL BASIS.** Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" streamlines the current systems and procedures of government services.

The strengthened version of the law facilitates prompt actions or resolution of all government transactions with efficiency. It applies to all government offices including local government units (LGUs) that provide services covering business-related and non-business transactions.

**SECTION 3. CREATION OF THE PAVIA COMPLAINTS ACTION TEAM (PCAT).** A Team shall be created to collect, process, and act on certain concerns relative to government transactions within the Municipality of Pavia.

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|----------------|--|
| Chairperson    | -Municipal Mayor   |
| Co-Chairperson | -Human Resource Management Officer   |
| Members        | -SB Chairman<br>Committee on Good Government<br>-Municipal Administrator<br>-Municipal ICT Officer |

From among the members, the Chairperson shall assign a secretary to take down minutes of the meeting.

The PCAT shall convene at least twice a year, or as the need arise to address a concern which needs specific action.

**SECTION 4. FEEDBACK/COMPLAINST BOX.** A Feedback or Complaint Box shall be placed at the Entrance of any Municipal Building. The dimension of the box shall be 1ft x 1ft x 1ft and shall be transparent.

**SECTION 5. CLIENT SATISFACTION MEASUREMENT FORM.** The Client Satisfaction Measurement Form, attached as **Annex A** shall serve as the Official Feedback Form of the Municipality of Pavia. These forms shall be available at the front desk of every office in the municipality.

**SECTION 6. COMPLAINTS FORM.** The Complaints Form, attached as **Annex B** shall serve as the Official Feedback Form of the Municipality of Pavia. These forms shall be available at the front desk of every office in the municipality.

## **SECTION 7. THE PROCESS.**

### **7.1 Asking Feedback**

Each office in the Local Government Unit must strategically place a Client Satisfaction Measurement Form in their respective front desks. This form shall be filled in by a respondent and must be dropped at the drop box placed at the entrance of the Municipal Building.

A poster shall be made and posted in conspicuous places in the Municipal Building and other offices encouraging clients to fill-in the black form. Also, the poster shall indicate the official contact number of the Pavia Complaints and Action Team (PCAT).

### **7.2 Sending Feedback**

Clients are given the freedom to fill in the form to be dropped inside a box strategically placed at the entrance of the Municipal Building. Client may choose to indicate his/her identity or remain anonymous.

Clients may also send feedback thru the Municipality's Official Facebook Accounts: Balita Pavianhon, and Pavia News Upda. Moreover, it can also be sent thru the website: [pavia-iloilo.gov.ph](http://pavia-iloilo.gov.ph), or thru LGU email: [lgupavia@gmail.com](mailto:lgupavia@gmail.com)

### **7.3 Processing Feedback**

Twice a week, every Wednesday and Friday, the HRMO, as Co-Chairperson of PCAT opens the drop box and compiles all forms (Client Satisfaction Measurement Form or Complaints Form).

All complaints/feedback coming from online platforms (Facebook, email, and the LGU website) are printed.

HRMO classifies feedback/complaint by Department/Office concerned and by the gravity of the offense committed. The same shall make sure of the confidentiality of the feedback/complaint.

HRMO forwards the classified feedback/complaints to all Departments for proper action. Each department/office shall be given maximum of three (3) days to reply to the forwarded concern.

HRMO evaluates each complaint. Upon evaluation, the HRMO may call for a meeting to commence the investigation so that cases are closed immediately. A detailed report shall be made and received by the Municipal Mayor. HRMO may

contact the complainant (if the contact is provided) and inform the same of the actions taken.

**SECTION 8. APPROPRIATION.** An amount of not less than One Hundred Thousand Pesos (P100,000) shall be allocated to serve as operating fund of PCAT.

**SECTION 9. REPEALLING CLAUSE.** All ordinances, rules and regulations or parts thereof in conflict with this Ordinance are hereby repealed or modified accordingly.

**SECTION 10. SEPARABILITY CLAUSE.** If any provision or part hereof is held invalid or declared unconstitutional, the other provisions which are not affected thereby shall continue to be in full force and effect.

**SECTION 11. EFFECTIVITY.** This Ordinance shall take effect fifteen (15) days following its posting in at least three (3) conspicuous places in the municipality and likewise in the official social media platforms and website of the LGU of Pavia.

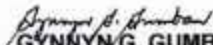
**BE IT ORDAINED FURTHER** to furnish copies of this ordinance to the Sangguniang Panlalawigan of the Province of Iloilo for review, DILG, and other concerned agencies for their information and appropriate action.

ENACTED this 28<sup>th</sup> day of December, 2023 at Pavia, Iloilo Philippines.


Approved.

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**I HEREBY CERTIFY to the correctness  
of the above-quoted ordinance:**

  
**GYNNYNG G. GUMBAN**  
Secretary to the Sanggunian

**ATTESTED BY:**

  
**HON. EDSSEL G. GEROCHI**  
Municipal Vice-Mayor  
Presiding Officer

**APPROVED:**

  
**HON. LAURENCE ANTHONY G. GORRICETA**  
Municipal Mayor