



SPECIAL

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TO : **ATTY. NORHUSSIEN U. LAUBAN**
Team Leader

HADJARA A. DAGO, RN
ALMANSUR O. MOKAMAD
FATMAH A. SALIK
MANSUR L. PANALANGIN
Members

SUBJECT : **CONSTITUTION OF MOST CITIZEN'S CHARTER TEAM**

DATE : **10 FEBRUARY 2023 | RAJAB 19, 1444 AH**

In line with Republic Act No. 11032 entitled "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" that requires all government agencies to have a Citizen's Charter, the above-mentioned personnel are hereby **designated** as part of the **MOST Citizen's Charter Team**.

As such, the team shall perform the following **duties and responsibilities**, to wit:

1. Identify all stakeholders/clients and services provided by the MOST in consultation with the officers, staff, clients' representative and alike entities;
2. Determine the standards of services provided by the MOST in consultation with all stakeholders and MOST personnel;
3. Prepare and draft Citizen Charter handbook accessible to the general public for further suggestions and/or recommendations;
4. Modify the established charter as need arises; and
5. Post external services offered by the ministry at the entrance of the ministry both Region and PSTC offices.

In addition, the team shall perform the following duties **specific** to their designation, to wit:

ATTY. NORHUSSIEN U. LAUBAN - TEAM LEADER

The team leader shall function as the overall focal person of MOST regarding all matters relating to Citizen Charter and will be responsible for various activities involved in formulation and implementation of it including but not limited to:

- a. Arrange for regular internal and external evaluation of: the implementation of Citizen's Charter in the ministry; and, assessment of the level of satisfaction among the clients;
- b. Report to the head of the ministry on a regular basis;
- c. Take necessary steps in reviewing and revising the charter based on the feedback tool to be used;





- d. Ensure that activities related to formulation until implementation of the charter form a part of the Annual Action Plan of the ministry; and,
- e. Ensure that all the activities relating to Citizen's Charter during the year and the upcoming years are included in the Annual Reports of the ministry.

HADJARA A. DAGO, RN - MEMBER

- a. Organize training programs, workshops and other competency trainings for orientation and motivation of MOST personnel in aims to align the workforce to the commitments made within the charter as part of ensuring proper implementation of the Citizen's Charter; and,
- b. All other task necessary and required by the Team Leader.

ALMANSUR O. MOKAMAD - MEMBER

- a. Ensure wide publicity of the charter by conducting awareness campaigns, publishing the charter on the MOST website and official social media page;
- b. Publish data relating to performance of the ministry vis-à-vis commitments made in the Citizen's Charter in the Annual Report; and,
- c. All other task necessary and required by the Team Leader.

FATMAH A. SALIK - MEMBER

- a. Set up an Integrated Performance Monitoring System and monitor employees performance vis-à-vis commitments made in the charter on a regular basis and keep the Team Leader informed; and
- b. All other task necessary and required by the Team Leader.

MANSUR L. PANALANGIN - MEMBER

- a. Provide information technology services in support for the implementation and formulation of the Citizen Charter such as but not limited to: designs of handbook, assistance on Microsoft Word and Excel, PowerPoint presentations, and system for the monitoring and evaluation of citizen charter through multimedia; and,
- b. All other task necessary and required by the Team Leader.

This issuance shall take effect upon its publication.

For **information, guidance and compliance.**

ENGR. AIDA M. SILONGAN, MAPDS
Minister

