



REPUBLIC OF THE PHILIPPINES  
**SANGGUNIANG PANLUNGSOD**  
CITY OF MANDALUYONG



**RESOLUTION NO. 3266, S-2023**

**A RESOLUTION ADOPTING THE CITIZEN'S CHARTER:  
A GUIDEBOOK ON KEY CITY GOVERNMENT SERVICES**

WHEREAS, Republic Act No. 11032 entitled: "AN ACT PROMOTING EASE OF DOING BUSINESS AND EFFICIENT DELIVERY OF GOVERNMENT SERVICES, AMENDING FOR THE PURPOSE REPUBLIC ACT NO. 9485, OTHERWISE KNOWN AS THE ANTI-RED TAPE ACT OF 2007, AND FOR OTHER PURPOSES" provides for the cutting of red tape in all government frontline agencies through various mechanisms and one of them is the adoption of an agency's Citizen's Charter;

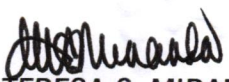
WHEREAS, Citizen's Charter is a document that details all of the agency's frontline services including step-by-step procedures showing the requirements, time, fees, and persons responsible. Simply put, the Citizen's Charter is a standard guide for all taxpayers, citizens and constituents of Mandaluyong and elsewhere to follow the patterns appearing or clearly stated thereto in order to avoid red tape in government;

WHEREAS, this Citizen's Charter, likewise, can be considered as the standard guidebook for all stakeholders and players doing business and/or residing in the City of Mandaluyong and other growth and development partners of this Tiger City to simply peruse the same and their problems or questions about what, how, when, where and whom to go while doing business in the City is immediately at his/her fingertips, henceforth, the Sangguniang Panlungsod lauded this monumental achievement of its City employees and its leaders to have come up with this very valuable and important Guidebook.

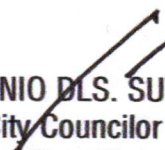
NOW, THEREFORE, on motion duly seconded, the Sangguniang Panlungsod of Mandaluyong, in session assembled, RESOLVED, as it hereby RESOLVES to adopt the Citizen's Charter: A Guidebook on Key City Government Services.

ADOPTED on this 8<sup>th</sup> day of May 2023, in the City of Mandaluyong.

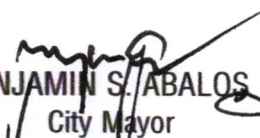
I HEREBY CERTIFY THAT THE FOREGOING RESOLUTION WAS ADOPTED BY THE SANGGUNIANG PANLUNGSOD OF MANDALUYONG IN A REGULAR SESSION HELD ON THE DATE AND PLACE FIRST ABOVE GIVEN.

  
MA. TERESA S. MIRANDA  
Sanggunian Secretary

ATTESTED BY:

  
ANTONIO DLS. SUVA, JR.  
City Councilor &  
Acting Presiding Officer

APPROVED BY:

  
BENJAMIN S. ABALOS  
City Mayor

Date: MAY 18 2023