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Ensuring
People-Centered,
Clean, and
Efficient Governance

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A high-trust society broadens the opportunities for inclusive development. A high-trust society is a necessary condition for facilitating official and business transactions, as well as interpersonal relationships. This trust is between citizens, peoples, the private sector, and government. Citizens obey the law; they willingly pay the correct taxes trusting that government will prudently manage the fiscal resources. Government, in turn, is able to allocate adequate resources for public goods and services, especially to those who need them the most. The needy who benefitted from the prompt delivery of adequate services are then accorded better chances of achieving more in life. The taxpaying public, meanwhile, is able to pursue further their economic and other interests, secure in the knowledge that their rights over the fruits of their labor are protected, first by government and also by their fellow citizens.

The cornerstone of a high-trust society is the trust in government. This chapter discusses strategies to ensure a people-centered, clean, efficient, and effective governance by strengthening institutions, engaging and empowering citizens, and providing enabling mechanisms to improve access to public goods and services.

Assessment

Good Governance

Pursuant to the provisions of Anti Red Tape Act (ARTA) of 2007, all agencies and offices providing frontline services are required to have a Citizen's Charter. In 2015, CSC XII has targeted 52 service offices under the ARTA-Report Card Survey (RCS) Implementation Plan. The result of the survey showed that all of the 52 targeted offices passed the ARTA-RCS, eleven (11) of which received an excellent rating with a final score of 90-100%. The service offices with excellent ratings were: 1) SSS-Kidapawan City; 2) PHIC-Kidapawan City; 3) PHIC-Koronadal City; 4) SSS-Cotabato City; 5) LTO XII; 6) PHIC-General Santos City; 7) PHIC-Cotabato City; 8) PHIC-

Isulan; 9) LBP-Kidapawan City; 10) GSIS-Kidapawan City; and 11) SSS-Tacurong City. These offices were granted the Citizens Satisfaction Center Seal of Excellence Award after the second validation phase. In addition, cash reward of PhP100,000.00 was given for the purchase of equipment and other materials to improve the delivery of their frontline services.

The ARTA Watch was conducted as a spot check of agency's compliance to the provisions of the ARTA, such as the posting of the Citizen's Charter, wearing of identification cards, operationalization of the Public Assistance and Complaints Desk, posting of Anti-Fixer campaign posters and the observance of the "No Noon Break" Policy.

To improve the HRM systems and processes, the CSC also implemented the Program to Institutionalize Meritocracy and Excellence in Human Resources Management (PRIME-HRM) which is new tool for HRM assessment and accreditation. As of 2015, 13 agencies in the SOCCSKSARGEN Region were recognized and awarded for meeting the PRIME-HRM Maturity Level 2 standards under the Performance Management System and a total of 82 or 100 percent of agencies under CSC XII jurisdiction that have approved and functional Strategic Performance Monitoring System (SPMS).

Transparency

The SGLG Award recognizes the performance of the local government units in the areas of transparency and diligence to comply with the ARTA; bringing investment and employment through business-friendly and competitive environment; protecting the constituents from threats to life and security; and safeguarding the integrity of the environment. Region XII has 14 LGUs recognized as SGLG national awardees in 2016. They are the following: Cotabato Province, Cities of Kidapawan and Tacurong and the 11 municipalities of Kabacan and M'lang of Cotabato Province; Kiamba and Maitum of Sarangani Province; Bagumbayan and Columbio of Sultan Kudarat Province and the municipalities of Banga, Polomolok, Sto. Niño, Surallah and Tupi of South Cotabato Province. These LGUs passed the three (3) core criteria of financial administration, disaster preparedness and social protection and one of the essential criteria of peace and order, environmental management and business friendliness and competitiveness.

To promote participatory governance, the following programs are enforced: Bottom-

Up Budgeting approach to local planning and budgeting; LGUs' local poverty reduction action plan; Kapit Bisig Laban sa Kahirapan-CIDSS; and, the Citizen Participatory Audit Program.

The full disclosure policy is currently being strictly implemented in Region XII. In ensuring public access to information, all national government agencies, LGUs and GOCCs are required to register in the Philippine Government Electronic Procurement System (PhilGEPS) for the invitation to bids and awarding of contracts. It is also encouraged to have internet accessibility and make information available online in government websites.

To warrant that the wealth gained by public servants are from compensation and not from unlawful sources, employees are obliged to diligently prepare and submit their annual Statement of Assets, Liabilities and Networth (SALN).

The certification of frontline services with ISO 9001 Certified Quality Management System is in place. By following ISO standards, processing time or doing business in the bureaucracy is significantly eased.

Government Procurement

With the full implementation of PhilGEPS, failure in government bidding attributed to: poor planning that resulted to inappropriateness or inaccuracy in technical specifications of the product and services to be procured; end-user's delay in procurement report; absence of detailed engineering; poor cost estimates; and, leadership issues may be avoided. Other problems and issues relative to government procurement will also have be eradicated. The DBM will continue to orient/train BAC members and accounting people on e-NGAS, e-Budget and e-Procurement. These are electronic processes complementary to PhilGEPS.

Challenges

- Longer processing time and voluminous requirements in accessing public services
- Weak implementation of RA 9485 or the Anti-Red Tape Act (Enhancement)
- Government agencies delinquent ratings (in implementing ARTA)
- Poor access to government information online
- Poor implementation of RA 9184 or the Government Procurement Reform Act

Figure 4: Strategic Framework to Ensure People-centered, Clean, Efficient and Effective Governance, 2017-2022



Priority Strategies

- Strict enforcement of RA 9485 or the Anti-Red Tape Act to eliminate red tape, prevent graft and corrupt practices, and improve efficiency in the delivery of government frontline services
- 1. Continue the implementation of the ARTA-Report Card Survey for the frontline service agencies, i.e., BIR RR 18, Bureau of Customs, BFP XII, DTI XII, HDMF, PHIC,

- SEC, Land Registration Authority, SSS, DOJ-PPA, LTO XII, and Phil. Ports Authority
- 2. Government data should be made available to the public through online presence in websites and social media
- 3. Push for transparency, accountability, and effectiveness of LGUs and find new systems to boost governance in the country
- 4. Continue ensuring and monitoring LGU disclosure of public and financial documents through the Full Disclosure Policy (FDP)
- Competency-based recruitment, selection, and placement systems to include gathering of background information for potential hires
 1. Continue the conduct of competency examination, e.g., CSC and NAPOLCOM;
 2. Hiring of government employees through the standard civil service rules
- Continually enhance the skills of government workforce to adapt to the new system and processes in the delivery of public services
 1. New entrants will have to undergo rigorous training on values formation, i.e., ALAB (Alay sa Bayan), Culture of Peace, etc.
 2. Training of newly-elected officials (NEO), including the barangay officials on the basics and challenges of local governance and administration
- Continue tracking the performance of local government units (LGUs) through the Seal of Good Local Governance (SGLG) and provide incentives to those that will hurdle it via the Performance Challenge Fund (PCF)
- Raise the public awareness on the concept/idea of federalism through advocacy and information campaign
- Deepen and expand citizen participation in local governance and enhance tools for gathering feedback from the constituents to improve access and quality of essential local government services
- Strengthening the performance management of all agencies i.e., public resources management, results delivery and frontline services
- Intensify drive against crime and illegal drugs and the rehabilitation of drug dependents through the implementation of MASA MASID (Mamamayang Ayaw sa Anomalya, Mamamayang Ayaw sa Iligal na Droga) Program which was later renamed into Anti-Drug Abuse Councils (ADACs)
- Streamlining the processes and requirements in government transactions
- Implement sanctions for delinquent frontline service agencies

Legislative Agenda

- Establishment of Professional Regulation Commission (PRC) office in the region
- Review RA 9184 (Government Procurement Reform Act)

Results Matrix

People will trust a government that is clean, efficient, effective, and people-centered. Policies and programs must also be responsive to the needs of the people; public goods and services must be delivered in a timely manner. While government is expected to enforce regulations, it must be

perceived as fair and the regulations must be seen as necessary and not too burdensome. No. 3 of 0 to 10 Socio-Economic Agenda of President Duterte aims to increase the competitiveness of LGUs, as well as simplify the processes in doing business with the bureaucracy.

Table 7: Results Matrix for Good Governance

INDICATOR	TARGETS						
	2017	2018	2019	2020	2021	2022	TOTAL
Societal Goal:	To lay down the foundation for Inclusive Growth, A High-Trust and Resilient Society, and a Globally-Competitive Knowledge Economy						
Intermediate Outcome:	People-Centered, Clean, Efficient, and Effective Governance Ensured						
Sector Outcome/Chapter Outcome 1: Electronic Business Permit Licensing System (E-BPLS) -BPLS of 100% of LGUs automated							
Business Permit Licensing System (BPLS) Automation	5 cities	15 LGUs	30 LGUs				50 LGUs (C/Ms)
Regulatory Simplification for Local Government (RS4LG)	50 LGUs	54 LGUs	54 LGUs				54 LGUs (P/C/Ms)
Support to RC3 on the LGU Business Competitiveness	50 LGUs	50 LGUs	50 LGUs	50 LGUs	50 LGUs	50 LGUs	50 LGUs (C/Ms)
Sector Outcome/Chapter Outcome 2: Enhanced LGU Capacity on Climate Change Adaptation-Disaster Risk Reduction and Management (CCA-DRRM) and Disaster Preparedness							
Operation LISTO	54 LGUs	54 LGUs	54 LGUs	54 LGUs	54 LGUs	54 LGUs	54 LGUs (P/C/Ms)
Local Climate Change Action Plan (LCCAP)		54 LGUs		54 LGUs			54 LGUs (P/C/Ms)
Geographic Information System (GIS)	15 LGUs	39 LGUs					54 LGUs (P/C/Ms)
Climate Change Expenditure Tagging (CCET)	10 LGUs	44 LGUs	54 LGUs	54 LGUs	54 LGUs	54 LGUs	54 LGUs (P/C/Ms)
Mainstreaming DRR-CCA in the Comprehensive Development Plan (CDP)	15 LGUs	35 LGUs					50 LGUs (C/Ms)

Source of data: DILG XII

Table 7: Results Matrix for Good Governance (Continuation)

INDICATOR	TARGETS						
	2017	2018	2019	2020	2021	2022	TOTAL
Societal Goal:	To Lay Down the Foundation for Inclusive Growth, A High-Trust and Resilient Society, and a Globally-Competitive Knowledge Economy						
Intermediate Outcome:	People-Centered, Clean, Efficient, and Effective Governance Ensured						
Monitoring Disasters thru the CODIX	54LGUs	54LGUs	54LGUs	54LGUs	54LGUs	54LGUs	54 LGUs (P/C/Ms)
Community-Based Disaster Risk Reduction and Management (CBDRRM)	100 brgys	350 brgys	550 brgys	1196 brgys	1196 brgys	1196 brgys	1196 BRGYS
Sector Outcome/Chapter Outcome 3: Enhanced LGU Delivery of Social Services							
Assistance to Disadvantage Municipalities (ADM)	50 LGUs	50 LGUs	50 LGUs	50 LGUs	50 LGUs	50 LGUs	50 LGUs (C/Ms)
• Support to Bottom Up Budgetting and Assistance to Disadvantaged Municipalities (ADM)	50 LGUs	50 LGUs	50 LGUs	50 LGUs	50 LGUs	50 LGUs	50 LGUs (C/Ms)
Lupong Tagapamayapa Enhancement	50 LGUs	50 LGUs	50 LGUs	50 LGUs	50 LGUs	50 LGUs	50 LGUs (C/Ms)
Sustaining Effectiveness of Local Peace and Order Councils/RPOC	54 LGUs	54 LGUs	54 LGUs	54 LGUs	54 LGUs	54 LGUs	54 LGUs (P/C/Ms)
• Regional Anti-Illegal Drugs Summit (RAIDS)	1	1	1	1	1	1	6 summits
Strengthening Local Councils for the Protection of Children and Gender and Development (GAD) Focal Point System	54 LGUs	54 LGUs	54 LGUs	54 LGUs	54 LGUs	54 LGUs	54 LGUs (P/C/Ms)
Support to Community-Based Monitoring System (CBMS) Program	31 LGUs	31 LGUs		54 LGUs	54 LGUs		54 LGUs (P/C/Ms)
Sustainable Development Goals for Family-based Actions for Children and their Environs in Slums (FACES) Project	10 LGUs	10 LGUs	10 LGUs	10 LGUs	10 LGUs		50 LGUs (C/Ms)
Violence Against Women and Children (VAWC) Strengthening at the local levels	54 LGUs	54 LGUs	54 LGUs	54 LGUs	54 LGUs	54 LGUs	54 LGUs (P/C/Ms)
Support to Mamamayan Ayaw sa Anomalya-Mamamayan Ayaw sa Ilegal na Droga (MASA-MASID) program	50% of brgys	80% of brgys	100% of brgys				1196 brgys
Synchronized Barangay Assembly Day (SBAD)	1196	1196	1196	1196	1196	1196	1196 brgys
Katarungan Pambarangay	1196	1196	1196	1196	1196	1196	1196 brgys
Barangay Newly-Elected Officials (BNEO) Program	75% of brgys officials	75% of brgys officials		75% of brgys officials	100% of brgys officials		1196 brgys
CMGP - KALSADA PROGRAM (Conditional Matching Grant to Provinces for Road Repair, Rehabilitation and Improvement)	4 province s	4 province s	4 province s	4 province s	4 province s	4 provinces	4 provinces
Support to the Conditional Matching Grant to Provinces for Road Repair, Rehabilitation and Improvement	4 province s	4 province s	4 province s	4 province s	4 province s	4 provinces	4 provinces

Source of data: DILG XII

Table 7: Results Matrix for Good Governance (Continuation)

INDICATOR	TARGETS						
	2017	2018	2019	2020	2021	2022	TOTAL
Societal Goal:	To Lay Down the Foundation for Inclusive Growth, A High-Trust and Resilient Society, and a Globally-Competitive Knowledge Economy						
Intermediate Outcome:	People-Centered, Clean, Efficient, and Effective Governance Ensured						
Sagana at Ligtas na Tubig sa Lahat (SALINTUBIG) Program	54 LGUs	54 LGUs	54 LGUs	54 LGUs	54 LGUs	54 LGUs	54 LGUs (P/C/Ms)
Conflict Sensitive Peace Promoting (CSPP) Mainstreaming in the CDP	34 LGUs	54 LGUs					54 LGUs (P/C/Ms)
Advocacy on Federalism	100% LGUs	100% LGUs	100% LGUs				54 LGUs (P/C/Ms)
Sector Outcome/Chapter Outcome 4: Local Government Performance Incentives and Awards Services Implemented							
Seal of Good Local Governance (SGLG)	54 LGUS	54 LGUS	54 LGUS	54 LGUS	54 LGUS	54 LGUS	54 LGUs (P/C/Ms)
Performance Challenge Fund (PCF)	54 LGUS	54 LGUS	54 LGUS	54 LGUS	54 LGUS	54 LGUS	54 LGUs (P/C/Ms)
Lupong Tagapamayapa Incentives Awards (LTIA)	1196 brgys	1196 brgys	1196 brgys	1196 brgys	1196 brgys	1196 brgys	1196 brgys

Source of data: DILG XII

