



Republic of the Philippines
PROVINCE OF ISABELA
City of Ilagan

Office of the Governor

EXECUTIVE ORDER NO. 09
Series of 2021

ESTABLISHING THE PROVINCIAL GRIEVANCE AND FEEDBACK MECHANISM COMMITTEE IN RELATION TO THE ROAD CLEARING PROGRAM OF THE GOVERNMENT

WHEREAS, In line with the President's directive during his 2019 State of the Nation Address to reclaim public roads being used for private ends and Memorandum Circular No. 2019-121 issued by the Department Interior and Local Government (DILG) on July 29, 2019, directing all the local government units to clear roads of illegal obstructions and pursuant to Section 17 of the Local Government Code of 1991, mandating all provincial, city, municipal, and barangay governments to manage and maintain roads within their jurisdiction as a basic service and facility;

WHEREAS, DILG issued Memorandum Circular No. 2020-145 dated October 27, 2020 provides for the continuation of road clearing and in order to provide guidelines for the conduct of validation of the compliance of LGUs on the Presidential Directive, the Secretary of the Interior and Local Government and DILG Officer In Charge issued a Memorandum on January 19, 2021 that among the local roads to be validated are the Provincial Roads;

WHEREAS, DILG Memorandum Circular No. 2020-027 mandates the establishment of a Grievance Mechanism in all local government units where citizens can report unremoved obstructions, provide suggestions, and air out implementation concerns;

WHEREFORE, considering the foregoing, I **RODOLFO T. ALBANO III**, Provincial Governor of the Province of Isabela by virtue of the power vested in me by law, do hereby create the Provincial Road Clearing Grievance and Feedback Mechanism Committee for the province of Isabela, to wit:

1. COMPOSITION: The Committee shall be composed of the following:

Chairperson:

Atty. JOHN RYAN P. TORIO
Provincial Legal Officer
Provincial Legal Office

Members:

Engr. VIRGILIO LORENZO
Provincial Engineer
Office of the Provincial Engineer

Atty. EDUARDO R. CABANTAC, EnP
Prov'l. Planning & Dev't. Coordinator
Provincial Planning & Development Coordinator

Nagkaisa para sa Isabela

2. DUTIES AND RESPONSIBILITIES


The Committee shall perform the following duties and responsibilities:

- 2.1 Receive, entertain and listen to all complaints and feedback either verbal or written both from government, non government and private citizens on the conduct of Road Clearing Operations in the province.
- 2.2 Discuss and recommend solutions and resolutions that may resolve such complaint and/or feedback.
- 2.3 Recommend policies, programs and activities that will harmonize the implementation of road clearing in the province.
- 2.4 Provide feedback to the Local Chief Executive regarding the disposition of the complaint.
- 2.5 Perform such other duties as may be ordered upon.

3.0. GRIEVANCE AND FEEDBACK MECHANISM:

- 3.1 The committee shall receive and entertain all complains and feedback either verbal or written pertaining to the conduct of Road Clearing Operations in the Province of Isabela.
- 3.2 The Committee shall conduct meeting to validate, verify and discuss such grievance, complaint and or feedback upon receipt thereof.
- 3.3 Depending on the validity and merit of such complaint the committee may call the complainant to appear before them to discuss resolution thereto.
- 3.4. The committee shall, as possible as it may, initiate practical and sensible solutions to address such grievance and or complaints.
- 3.5. The Committee shall recommend to the higher authority if other action is necessary to realize resolution of such grievance and/or complaints.
- 3.6. The Committee shall submit report to the Local Chief Executive of actions taken and activity conducted in addressing such grievance/ and or complaint.

4.0 EFFECTIVITY: This order shall take effect immediately. Done this 2^{8th} of February, 2021 at Capitol, City of Ilagan, Isabela


RODOLFO T. ALBANO III
Provincial Governor 