



Republic of the Philippines  
Province of Pangasinan  
MUNICIPALITY OF BAYAMBANG

OFFICE OF THE MUNICIPAL MAYOR

**EXECUTIVE ORDER NO. 38**

*Series of 2022*

**“AN ORDER ADOPTING THE ‘SERVICE WITH A SMILE’ POLICY IN ALL OFFICES OF THE LOCAL GOVERNMENT UNIT OF BAYAMBANG, PANGASINAN”**

**WHEREAS**, Section 16 of Republic Act No. 7160, otherwise known as the Local Government Code of 1991, states that “Every local government unit shall exercise the powers expressly granted, those necessarily implied therefrom, as well as powers necessary, appropriate, or incidental for its efficient and effective governance, and those which are essential to the promotion of the general welfare”;

**WHEREAS**, the Civil Service Commission adheres to Republic Act No. 6713, otherwise known as the “Code of Conduct and Ethical Standards for Public Officials and Employees” which provides for the policy of the State to promote a high standard of ethics in public service, making all public officials and employees accountable to the people at all times and faithful in discharging their duties “with utmost responsibility, integrity, competence, and loyalty”;

**WHEREAS**, based on Section 11 of the Declaration of Principles and State Policies, “The State values the dignity of every human person and guarantees full respect for human rights”;

**WHEREAS**, it is the mission of the Local Government Unit of Bayambang to institute transparency, accountability, and integrity in governance to show respect amongst its constituents and further enhance public trust and confidence in the local government;

**WHEREAS**, public servants in all departments/offices/units/sections of LGU-Bayambang shall deliver equal treatment to all clients, show sincerity and exude calmness to create a friendly atmosphere and encourage people participation;

**WHEREAS**, the Quiambao-Sabangan administration has pledged the delivery of “Total Quality Service” to every Bayambangueno.

**NOW, THEREFORE, I, MARY CLARE JUDITH PHYLLIS JOSE-QUIAMBAO**, Municipal Mayor of the Municipality of Bayambang, Pangasinan, by virtue of power vested in me by law, do hereby order the strict compliance of all LGU-Bayambang employees to the “Service with a Smile” policy in all frontline services to clients. The policy shall adhere to the following directives:

*“Baley ko, Pawiben ko, Arwen ko, tar Tabungan ko”*



THE LONGEST BARBEQUE  
**8.016 KILOMETERS**  
April 4, 2014  
Bayambang, Pangasinan, Philippines



THE TALLEST BAMBOO SCULPTURE (Supported)  
**50.23M**  
April 5, 2019  
St. Vincent Ferrer Prayer Park  
Barangay SanI, Bayambang  
Pangasinan, Philippines

**OFFICE OF THE MAYOR**

Municipal Hall, Roxas St. Zone II,  
Bayambang, 2423 Pangasinan  
(075) 633-1000 Loc. 100

**Section 1. Administration and Supervision.**

(a) The Human Resource Management Office (HRMO) shall provide specific administration and supervisory functions, as well as a monitoring and evaluation tool in carrying out the policy. The same office shall be responsible in preparing the Client Satisfactory Survey for this purpose.

(b) The HRMO shall likewise be responsible in the conduct of programs and activities for officials and employees to be reminded to effectively carry out the policy. The office must submit a monthly report to the Municipal Mayor to ensure that the conduct of all public servants are in observance of the “Service with a Smile” policy.

(c) The Office of the Municipal Mayor shall handle all complaints in relation to the policy, subject to appropriate Civil Service laws, rules, and regulations.

**Section 2. Performance target.** This policy shall be included as part of the performance targets in the Office Performance Commitment Review (OPCR). The HRMO shall institute details for this purpose.

**Section 3. Disciplinary Measures.** Any employee/official who is found to have violated this order shall be subject to disciplinary measures in adherence to the Revised Rules on Administrative Cases in the Civil Service, and other such laws, policies, guidelines, rules and regulations related to the offense.

**Section 4. Separability Clause.** If any provision of this Executive Order is declared or has been found invalid or unconstitutional, such other provisions not affected thereto shall remain valid and subsisting.

**Section 5. Effectivity.** This order shall take effect immediately.

Done this 4<sup>th</sup> day of August, 2022 at the Municipality of Bayambang, Pangasinan.

**HON. MARY CLARE JUDITH PHYLLIS JOSE-QUIAMBAO**  
*Municipal Mayor*

