



Republic of the Philippines
Province of Tarlac
MUNICIPALITY OF PURA

Office of the Municipal Mayor

Municipal Hall, Rizal St. corner Aganon &
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EXECUTIVE ORDER NO.02
Series of 2021

**AN ORDER ESTABLISHING THE GRIEVANCE MECHANISM FOR ROAD CLEARING OPERATIONS IN
THE MUNICIPALITY OF PURA, TARLAC**

WHEREAS, DILG Memorandum Circular No 2020-145 provides for the resumption of road clearing operation depending on the quarantine classification of the local government units, giving 60 calendar days for local government units to comply with the Presidential directive;

WHEREAS, DILG Memorandum No. 2020-027 dated February 7, 2020 mandates the establishment of Grievance Mechanism through which the citizens can report unresolved obstructions, provide suggestions and air out implementation concerns;

WHEREAS, the establishment of Grievance Mechanism in various platforms is indispensable to ensure compliance with laws, circulars and ordinances relevant to road clearing;

NOW THEREFORE, I, FREDDIE D. DOMINGO, Municipal Mayor of the Municipality of Pura, Tarlac, by the authority vested in me by law, do hereby order the establishment of the Grievance Mechanism for Road Clearing (RC) 2.0 Operations in the Municipality of Pura, Tarlac.

SECTION 1. Establishment of the Grievance Mechanism Desk. The physical desk shall be located in the **Office of the Municipal Mayor**. The focal person of the desk shall be: Mr. Timoteo D. Balmores, Secretary to the Mayor.

Walk-in complaints shall be entertained immediately and complaints shall be logged in the grievance logbook.

In case the focal person is not present in the desk or conducting field operations, an RC 2.0 grievance form shall be filled up by the concerned party and shall be addressed within 72 hours upon receipt and shall ensure proper referencing and reporting to concerned office or barangay for validation and/or investigation.

SECTION 2. Establishment of Virtual Grievance Mechanism. The Pura Public Information and Republic of Pura shall be used as the virtual platform for the RC 2.0 Grievance Mechanism. The focal person shall be Atty. John Paul M. Balmores and Mr. Jeffrey Jose, the administrator of the LGU Pura social media accounts.

All complaints in relation to the Road Clearing operations shall be consolidated and addressed within 72 hours upon receipt and shall ensure proper referencing and reporting to concerned office or barangay for validation and/or investigation.

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SECTION 3. Escalation of Issues and Concerns. If the client imposes a complex concern on which the focal persons assigned cannot decide in his/her level, he/she shall escalate the same to the Municipal Peace and Order Council and shall be resolved within 10 days from receipt.

SECTION 4. Effectivity. This order shall take effect immediately.

Done this 04th day of January 2021 at Pura, Tarlac, Philippines.

FREDDIE D. DOMINGO
Municipal Mayor

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