



Republic of the Philippines  
Province of Sorsogon  
**CITY OF SORSOGON**



## *Office of the Sangguniang Panlungsod*

EXCERPTS FROM THE MINUTES OF THE REGULAR SESSION VIA ZOOM TELECONFERENCING OF THE SEVENTH CITY COUNCIL HELD AT THE OFFICE OF THE SECRETARY TO THE SANGGUNIANG PANLUNGSOD ON JULY 27, 2021.

**PRESENT:**

**MARK ERIC C. DIONEDA**  
City Vice Mayor Presiding Officer

**BACON DISTRICT**

Hon. Jo Abegail C. Dioneda  
Hon. Melchor P. Atutubo  
Hon. Danilo A. Deladia

**EAST DISTRICT**

Hon. Mary Ellen D. Jamisola  
Hon. Franco Eric O. Ravanilla  
Hon. Joven Francis J. Laura

**WEST DISTRICT**

Hon. Nestor J. Baldon  
Hon. Erwin J. Duana  
Hon. Fernando David H. Duran, III  
Hon. Rebecca D. Aquino

**EX-OFFICIO MEMBERS**

Hon. Ma. Teresa D. Perdigon  
Hon. Lorenz S. Abenion

**ABSENT:**

Hon. Hilario D. Dioneda  
Hon. Ralph Walter R. Lubiano

## *Resolution No. 220, Series of 2021*

(Hon. Joven Francis J. Laura)

**RESOLUTION RESPECTFULLY REQUESTING THE SORECO II MANAGEMENT TO IMPROVE THEIR COMPLAINT RECEPTION AND DISPOSITION MECHANISM TO EFFECTIVELY ADDRESS CONSUMERS COMPLAINTS THROUGH OVER THE COUNTER SYSTEM AND ON-LINE PLATFORM**

**WHEREAS**, because of tight power supply conditions in the Luzon grid pushed up SORECO II rates in June billing statements and with an earlier forecasts that may this may persist until August this year;

**WHEREAS**, the Sangguniang Panlungsod was likewise in receipt of reports of poor management on the reception and disposition of complaints lodged before the Cooperative;

**WHEREAS**, acting on the request of the management of SORECO II, the 7<sup>th</sup> City Council has passed and approved SP Resolution No.215, Series of 2021 that encouraged the public to lodge their complaints and other concerns directly to their respective SORECO II Service Area;

**WHEREAS**, the 7<sup>th</sup> City Council would like to provide assurance to the public that the Cooperative has an stable, efficient and effective complaint reception and disposition mechanism through an over the counter system and in an on-line platform;

**NOW THEREFORE**, on motion of **Hon. Joven Francis G. Laura**, duly seconded by **Hon. Nestor J. Baldon**, resolved as it is hereby resolve to respectfully request the SORECO II Management to improve their complaint reception and disposition mechanism to effectively address consumers complaints through over the counter system and on-line platform.

**DATE APPROVED:** July 27, 2021

**I HEREBY CERTIFY** to the correctness of the foregoing resolution.

  
**ROYAN E. DOMASIAN**  
Secretary to the Sangguniang Panlungsod

Attested:

  
**MARK ERIC C. DIONEDA**  
City Vice Mayor/Presiding Officer