



EXECUTIVE ORDER NO. 29, SERIES OF 2021

AN ORDER MANDATING THE CONDUCT OF STAKEHOLDERS SATISFACTION SURVEY AS PART OF THE AGENDA OF THE SCHEDULED LOCAL SPECIAL BODY MEETINGS

WHEREAS, Republic Act No. 7160 otherwise known as the Local Government Code of 1991 grants the Local Chief Executive (LCE) with the authority to create local bodies that shall contribute to the formulation of policies relative to the operations of the LGU;

WHEREAS, among the members of the said bodies are representatives from the private sector, transport, women's organization and the like who are invited to participate during meetings and conferences in which their insights are valued and given due consideration;

WHEREAS, thru this method, various sectors are given the opportunity to participate and be heard during discussions thereby providing the LGU with a holistic view of the needed services of the community;

WHEREAS, in the plight of the LGU to be certified under ISO: 9001 2015, mechanisms for the monitoring and evaluation of customer satisfaction are implemented thru the Client Feedback form which is made available for all clients who visit the office;

WHEREAS, assuring stakeholders satisfaction is of equal importance to that of our walk – in clientele and while they are clients of the LGU individually, their feedback as juridical entities also need to be monitored and evaluated;

NOW, THEREFORE, I. MA. ESTER E. HAMOR, Mayor of the City of Sorsogon, by the powers vested in me, do hereby order the Conduct of Stakeholders Satisfaction Survey as part of the Agenda of the Scheduled Local Special Body Meetings, as follows:

Section 1. PARAMETERS AND WEIGHT FACTOR. The parameters and weight factor of Clients/Stakeholders Satisfaction Survey are as follows:

No.	Parameters	Weight Factor
1	The Local Body has clear procedures and process	4
2	Our needs and expectations are met	6
3	Avenues to express our insights are provided	5
4	LGU representatives efficiently managed the conduct of meeting	3
5	The implementation of pertinent programs are reported and well presented	7

Section 2. INTERFACES. The process stipulated in System Procedure – 04 specifically from 7.2.2 to 7.2.6 shall apply to the Stakeholders Satisfaction Survey.

Section 3. EFFECTIVITY. This Executive Order shall take effect immediately.

DONE this 9th day of June, 2021 at Sorsogon City, Philippines.



MA. ESTER E. HAMOR
City Mayor