



CITIZEN'S CHARTER

HANDBOOK

2024 (1ST EDITION)

TOURISM OFFICE

OFFICE OF THE MUNICIPAL MAYOR

MUNICIPAL GOVERNMENT OF PALANAN, ISABELA



Consistent with the provisions of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, the Municipal Government of Palanan, Isabela hereby presents our Citizens' Charter, 2023 (1st Edition) version.

It is in an updated charter that contains all services being offered by the Municipal Government of Palanan, including those offered to external clients and internal clients. It likewise contains the Directory of the Municipal Officials and Officers and the Feedback and Complaint Mechanism used by the Municipal Government of Palanan, Isabela.

The purpose of this handbook is to ensure that all services provided by the Municipal Government of Palanan, Isabela are delivered timely and efficiently. We recognize that the people whom we serve are the heart of why we serve. Thus, we live by our slogan, "*Aksyon Agad para sa Bayan*".

To all Palaneños, I am committed more than ever to advancing and propelling our town to greater heights and wish for your active cooperation and participation. As always, my doors are always open for any concerns or issues that need to be addressed. Once again, thank you all for your support, and May God bless us always!



ANGELO A. BERNARDO
Municipal Mayor

**MANDATE**

It is the mandate of every local government unit under RA 7160, also known as the "Local Government Code of 1991", to ensure the preservation and enhancement of culture, promotion of health and safety, right of people to a balanced ecology, development of technological capabilities, improvement of public morals, economic prosperity and social justice, full employment of residents, peace and order, and the convenience of inhabitants.

VISION

PALANAN, is the premier coastal eco-tourism destination in the region with an empowered citizenry living in a peaceful and well-balanced environment, under a sustainable/competitive economy, governed by accountable leaders.

MISSION

We shall ensure program implementation on socio-economic development through strong political will and support, with just utilization of natural resources, preserve and enrich the values and culture of Paranans, promote capability building, and technological advancement, encourage peoples' participation and provision of basic infrastructure support services to every Palaneño.

**SERVICE
PLEDGE**

We, the Municipal Officials and employees of the Municipal Government of Palanan, Isabela commit to delivering quality public service to all Palaneños in a timely manner while adhering to the principles of transparency and accountability, human dignity and social justice, and organizational efficiency.



Directory of Municipal Officials and Officers

MUNICIPAL OFFICIALS **Calendar Years 2022-2025**

NAME	POSITION	CONTACT NUMBER
HON. ANGELO A. BERNARDO	Municipal Mayor	0921-884-8504
HON. ELIZABETH B. OCHOA	Municipal Vice-Mayor	0921-884-8504
HON. ROBERT B. NERI	Sangguniang Bayan Member	0935-855-4188
HON. MICHAEL D. RAMILO	Sangguniang Bayan Member	0926-935-0956
HON. PACITA Q. ATANACIO	Sangguniang Bayan Member	0977-785-8090 0919-607-1172
HON. RONNIE A. ATIENZA	Sangguniang Bayan Member	0998-291-4490 0977-031-2784
HON. EARL JOHN ANGELO S. BERNARDO	Sangguniang Bayan Member	0916-235-5138
HON. MICHAEL JOHN D. BERNARDO	Sangguniang Bayan Member	0948-216-5430
HON. RHOENA O. CORPUZ	Sangguniang Bayan Member	0905-260-5591
HON. RONALDO M. BERNARDO	Sangguniang Bayan Member	0975-519-7663
HON. ANGELINA A. BERNARDO	Liga ng mga Barangay President	0919-898-8141
HON. ALPHONSE JOAQUIN B. BAUTISTA	SK Federation President	0956-417-7117



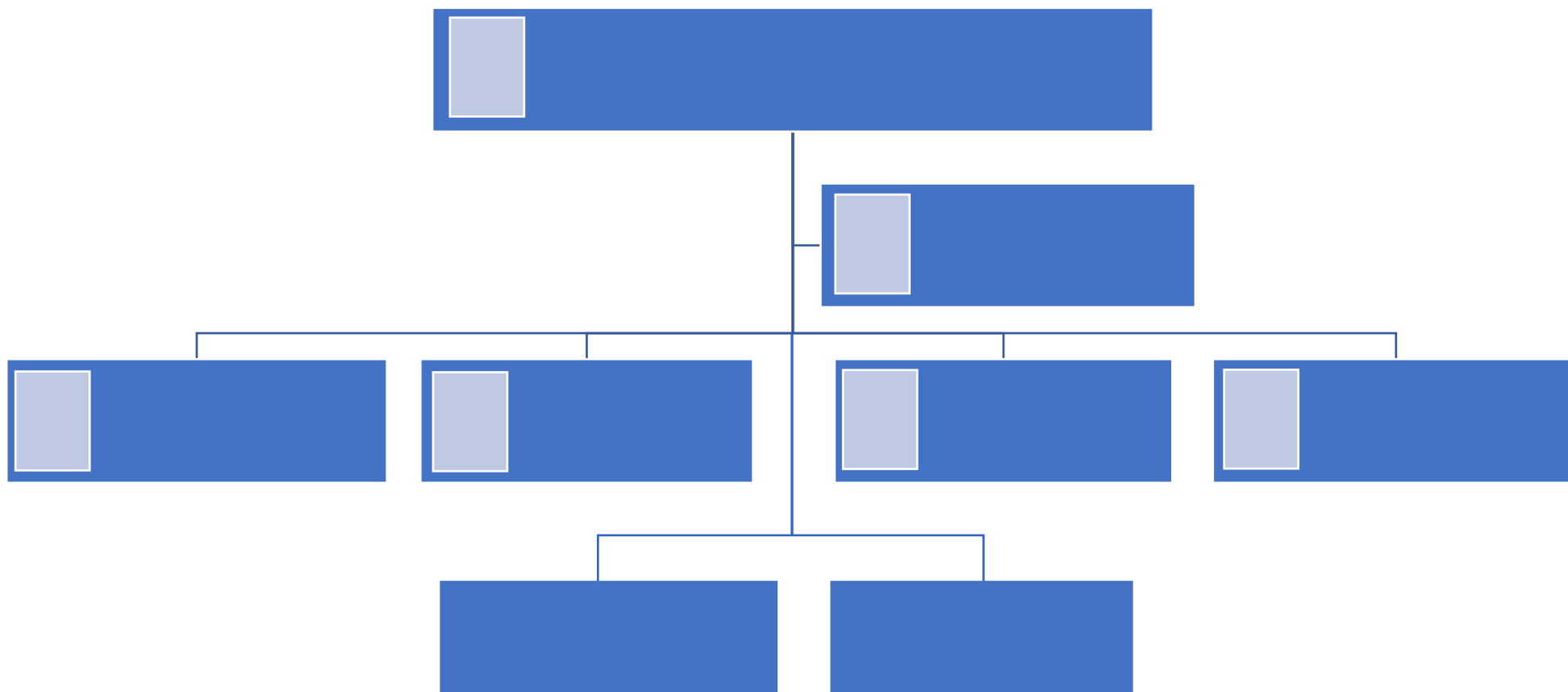
Directory of Municipal Officials and Officers

MUNICIPAL OFFICERS

<u>NAME OF OFFICER</u>	<u>POSITION</u>	<u>CONTACT NUMBER</u>	<u>EMAIL ADDRESS</u>
ENGR. MELITO C. CASASOLA, JR., EnP	Mun. Planning and Development Coordinator	0977-639-7899 0949-416-6776	melitocasasolajr@yahoo.com
ENGR. MELVIN D. CAULAN	Municipal Engineer/ Building Official	0917-555-5468 0926-303-5031	melvincaulan@gmail.com
MS. ELMA O. GONZALES, RSW	Mun. Social Welfare and Development Officer	0926-338-8914	mawdo_elmagonzales@yahoo.com
MR. LEVITO P. PALOGAN	Municipal Civil Registrar	0997-829-4869	levitopalogan@gmail.com
MR. RODRIGO B. NERI, JR.	Municipal Assessor	0926-863-6473	rodnerijr@yahoo.com
MR. JAMES T. BERNARDO	Municipal Budget Officer	0945-729-7860	jtbarnardo22@gmail.com
MR. RONNIE D. ALVAREZ, CPA, MBA, MPA	Municipal Accountant	0917-559-5873	acctrhon@gmail.com
MR. WILBERT E. BAUTISTA	Acting Municipal Treasurer	0997-784-2972	mtopalanam@ymail.com
DR. CLARISH GEI L. ATIENZA	Municipal Health Officer	0909-703-5532	rhupalanan@gmail.com atienzaclarishgei@gmail.com
DR. JOSE MARIE G. MONTECLARO	Municipal Agriculturist	0927-562-7826	docsonnymonteclaro@gmail.com
MR. FELINO P. BERNARDO	Mun. Human Resource Management Officer	0915-334-8075	felinobernardo@yahoo.com
FOR. ALBERTO M. GONZALES, PhD	Mun. Environment and Natural Resources Officer	0927-812-5396 0949-497-1573	amgpalanam@yahoo.com
MR. RANDY V. PARAS, MPA	Supply Officer III/ OIC-General Services Officer	0905-463-6506 0948-401-0221	randyparas73@gmail.com
MR. GLENN B. CABALDO, CPA	LDRRMO III/ Mun. Disaster Risk Reduction and Management Officer Designee	0935-952-5634	mdrrmopalananisabela@gmail.com
MS. MYROSE B. ALVAREZ, MPA	Senior Tourism Operations Officer/ PESO Manager Designee	0906-094-0385	myrose0883@gmail.com
MS. GRACE B. ONG	Population Prog. Officer II	0905-784-0027	onggrace346@gmail.com
MS. PRECIOUS GAE B. OCHOA	Licensing Officer I/ BPLO Designee	0917-169-9829	bplopalanam2023@yahoo.com
MS. NELIA A. PLATA	Secretary to the Sanggunian	0917-885-5415	lgupalananisabela1901@yahoo.com



OFFICE OF THE MUNICIPAL TOURISM OFFICER





LIST OF SERVICES

OFFICE OF THE MUNICIPAL TOURISM

EXTERNAL SERVICES OFFERED

- | | |
|--|-------|
| 1. Assist Local and Foreign Tourists | 8-9 |
| • Feedback Mechanism | 10-11 |
| • Complaint Mechanism | 12 |



External Services – Office of the Municipal Tourism

1. Assist Local and Foreign Tourists

Office or Division:	Tourism Office under the Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Foreign: 1. Passport (1 Original) 2. Official receipt (1 Original) Local: 1. Valid ID (1 Original) 2. Official receipt (1 Original)		1. Client for Foreign Tourist 2. Municipal Treasurer's Office 1. Client for Local Tourist 2. Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Tourist Assistance Desk	1. Provide the Tourists / Visitors with the Logbook and provide an order of payment	None	5 minutes	Tour guide Tourism Staff Tourism Office
2. Proceed to the Police Station as a courtesy	2. Give the client a log book and discuss safety protocols	None	5 minutes	Deputy, Chief of Police, and other personnel of the PNP Palanan Police Station
3. Proceed to the DENR Office	3. Discuss the rules and regulations of NSMNP	None	5 minutes	DENR CENRO DENR Staff DENR-CENR Office
4. Present the order of payment for the user's fee at the Treasury Office	4. Receives payment at the Treasury Office	1. Environment Protection and Conservation fee-200 2. User fee in NSMNP:	5 minutes	RCC I RCC II

		a. Local Tourist- Php 100/person b. Foreign Tourist- Php 100/person c. Educational Tour-Php 50/person d. Scientific Research Work(Local)-Php 50/person e. Scientific Research Work(Foreign)- 100/person		Office of the Municipal Treasurer
5. Take/claim official receipt	5. Issues Official Receipt	None	1 minute	RCC I RCC II Office of the Municipal Treasurer
6. Prepare the chosen itinerary and Package Tour	6. Present Potential Tourist Destination and Package Tour	See separate Matrix of Fees	20 minutes	Tour Guide Tourism Office
7. Tour Proper	7. Accompany/Assist tourists/clients in their chosen itinerary	None	Depends on the chosen itinerary/ Package	Tour Guide Porter
TOTAL		Php 200.00 +corresponding User's Fee + Cost of chosen Package	41 minutes	



Feedback and Complaints Mechanism

FEEDBACK MECHANISM	
How to send feedback?	<p>Answer the Client Satisfaction Survey Form available in all LGU offices before leaving the LGU office where you availed services or visited.</p> <p>Put in the Suggestion Box in the Municipal Lobby or near the exits of every LGU office, or give the accomplished form to any of the LGU employees.</p>
How feedback is processed?	<p>The LGU employee assigned per office shall collect or remind the client to drop off the feedback form in the suggestion box.</p> <p>The concerned employee shall then review the accomplished form and check or verify if there are queries or negative comments to be addressed.</p> <p>If there is, the concerned employee shall then forward the said feedback to the Office Head for his or her appropriate action within one (1) working day.</p> <p>The Office Head will then formulate a response to the client which will be sent to the client through email, phone call, or personal delivery to the client's house the next working day.</p>

Other agencies that can be contacted for feedback:

**ANTI-RED TAPE AUTHORITY
CSC CONTACT CENTER NG BAYAN
PRESIDENTIAL COMPLAINTS CENTER**

PAALALA
SA LAHAT

MAG-REKLAMO

Patuloy na tumatanggap ang ARTA ng mga complaints lalo na para sa mga **delay sa government services** ngayong panahon ng krisis. Maaaring **i-send ang inyong complaints** sa mga sumusunod na paraan:

-  **complaints@arta.gov.ph**
-  **Anti-Red Tape Authority**
-   **@artagovph**
-  **8888**
-  **arta.gov.ph**



Send feedback on government services, whether positive or negative, to the Contact Center ng Bayan via the following access channels:

SMS : 0908 881 6565

Email: email@contactcenterngbayan.gov.ph

Web: <https://contactcenterngbayan.gov.ph/>

FB: <https://facebook.com/civilservicegovph/>

Call: 165 65
P5 +VAT per call anywhere in the Philippines via PLDT landlines




CONTACT CENTER ng BAYAN
Your direct line to efficient public service

 /civilservicegovph
  /cscphmedia
  csc.gov.ph

(PCC): pcc@malacanang.gov.ph 8888

COMPLAINT MECHANISM	
How to file a complaint?	<p>To file a complaint, write a formal complaint addressed to the Office of the Municipal Mayor, with the following details:</p> <ul style="list-style-type: none"> ✓ Full name and contact information of the complainant ✓ Narrative of the complaint ✓ Evidences ✓ Office and/or Name of the person being complained <p>Submit to the Office of the Municipal Mayor or email to lgupalananisabela1901@yahoo.com</p> <p>For follow-ups or queries, please contact the Office of the Municipal Mayor.</p>
How complaints are processed?	<p>Upon receipt of the complaint, the officer assigned shall coordinate and forward it to the concerned Office to answer the complaint or provide comments and initiate an investigation if necessary or finding of facts regarding the complaint. The concerned office shall then validate the filed complaint, formulate a response, and conduct an investigation, if necessary. After which, they shall submit a response letter or incident report to the Office of the Municipal Mayor for LCE's appropriate action.</p> <p>The Office of the Municipal Mayor shall then give feedback to the client through email or personal delivery.</p>