



CITIZEN'S CHARTER

HANDBOOK

2024 (1ST EDITION)

MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

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 deliver 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



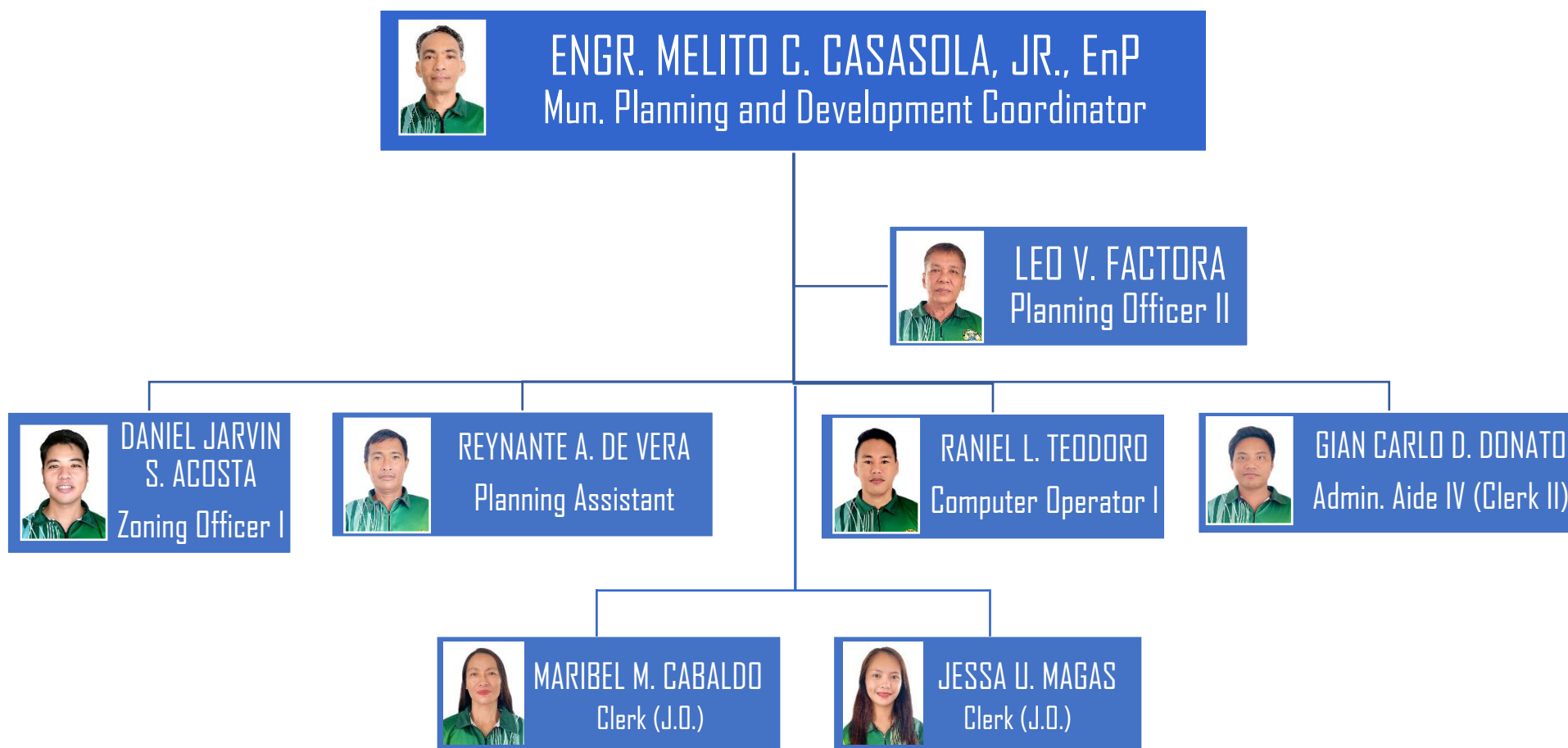
Directory of Municipal Officials and Officers

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	mtopalanan@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	amgpalanan@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	bplopalanan2023@yahoo.com preiochoa@yahoo.com
MS. NELIA A. PLATA	Secretary to the Sanggunian	0917-885-5415	lgupalananisabela1901@yahoo.com



MUNICIPAL PLANNING AND DEVELOPMENT OFFICE





LIST OF SERVICES

MUN. PLANNING AND DEVELOPMENT OFFICE

EXTERNAL SERVICES OFFERED

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External Services – Office of the Municipal Planning and Development Coordinator

1. Issuance of Zoning/ Locational Clearance

Zoning/ Locational Clearance are documents issued by the Zoning Officer of every LGU to applicants/ developers to ensure conformity with the approved Zoning Ordinance.

Office or Division:	Municipal Planning and Development Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card	Applicant
2. Barangay Certification (1 original)	Barangay where the project is to be constructed
3. Certificate of Title	Land Owner/ Office of the Municipal Assessor
4. Latest copy of the Tax Declaration	Land Owner/ Office of the Municipal Assessor
5. Accomplished and Notarized Authorization from the Owner, if in case the applicant is not the owner – Annex C of HSRC MC No. 03, S. 1996 (1 photocopy)	Applicant/ Land Owner (Note: Form is available in the MPDO)
6. Updated receipt of payment of RPT (1 photocopy)	Municipal Treasury Office/ Land Owner
7. Vicinity map showing the location and adjacent structures (1 photocopy)	Applicant
8. Site Development Plan (1 photocopy)	Applicant
9. Project Cost Estimate/ Bill of Materials (1 photocopy)	Applicant
10. Latest Community Tax Certificate (1 photocopy)	Municipal Treasury Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Client's Log Book	1. Let the Client sign-in in the Logbook	None	2 minutes	Administrative Clerk Municipal Planning and Development Office
2. Apply/ submit for Zoning/ Locational Clearance	2. Issue application form for Zoning/ Locational Clearance	None	2 minutes	Administrative Clerk Municipal Planning and Development Office
3. Present documentary requirements	3. Assess and evaluate submitted requirements	None	5 minutes	Engr. Melito C. Casasola, Jr. Municipal Planning and Development Coordinator
4. Submit the filled-up signed and notarized application form	4. Compute for the corresponding fee	None	3 days	Engr. Melito C. Casasola, Jr. Municipal Planning and Development Coordinator
5. Payment of fees at the Municipal Treasury Office	5. Process and Receive payment	See attached matrix	5 minutes	Revenue Collection Clerks Municipal Treasury Office
6. Receive Zoning/ Locational Clearance Certificate	6. Issue Zoning/ Locational Clearance Certificate	None	5 minutes	Administrative Clerk Municipal Planning and Development Office
TOTAL		NONE	3 days and 19 minutes	

2. Request for Project Monitoring and Evaluation of Development Programs/ Projects/ Activities

Project Monitoring and evaluation are conducted to ensure that project implementations are done based on approved plans, specifications, and timetables.

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card		Requesting party		
2. Request Letter		Requesting party		
3. Statement of Work Accomplished		Municipal Engineering Office		
4. Bid Documents from the BAC Secretariat of Implementing Agency		Requesting party/ BAC Secretariat of Implementing Agency		
5. Plan/ As Built-In plan and specifications		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Client's Log Book	1. Let the Client sign-in in the Logbook	None	2 minutes	Administrative Clerk Municipal Planning and Development Office
2. Submit the required documents for verification	2. Evaluate submitted documents	None	5 minutes	Engr. Melito C. Casasola, Jr. Municipal Planning and Development Coordinator
3. Wait for the inspection schedule and preparation of the monitoring and evaluation report	3. Conduct on-site evaluation	None	2 days	
	3.1 Prepare monitoring and evaluation report	None	1 day	
4. Return after 3 days and secure monitoring and evaluation report	4. Issue a copy of the monitoring and evaluation report	None	3 minutes	
TOTAL		NONE	3 days and 10 minutes	

3. Request for Technical Information/ Data/ Document

The planning and development office of every agency is considered the Office in charge of all information and data vital in the formulation of different development plans.

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card		Requesting party		
2. Request Letter		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Client's Log Book	1. Let the Client sign-in in the Logbook	None	2 minutes	Administrative Clerk Municipal Planning and Development Office
2. Submit request letter	2. Conduct a brief interview	None	2 minutes	Engr. Melito C. Casasola, Jr. Municipal Planning and Development Coordinator
	2.1 Prepare and process requested information/ data/ document	None	20 minutes	
3. Receive the requested information/ data/ document	3. Issue a copy of the requested information/ data/ document	None	3 minutes	Engr. Melito C. Casasola, Jr. Municipal Planning and Development Coordinator
TOTAL		NONE	27 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**



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**

 **@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>