



CITIZEN'S CHARTER

HANDBOOK

2024 (1ST EDITION)

OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICER

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



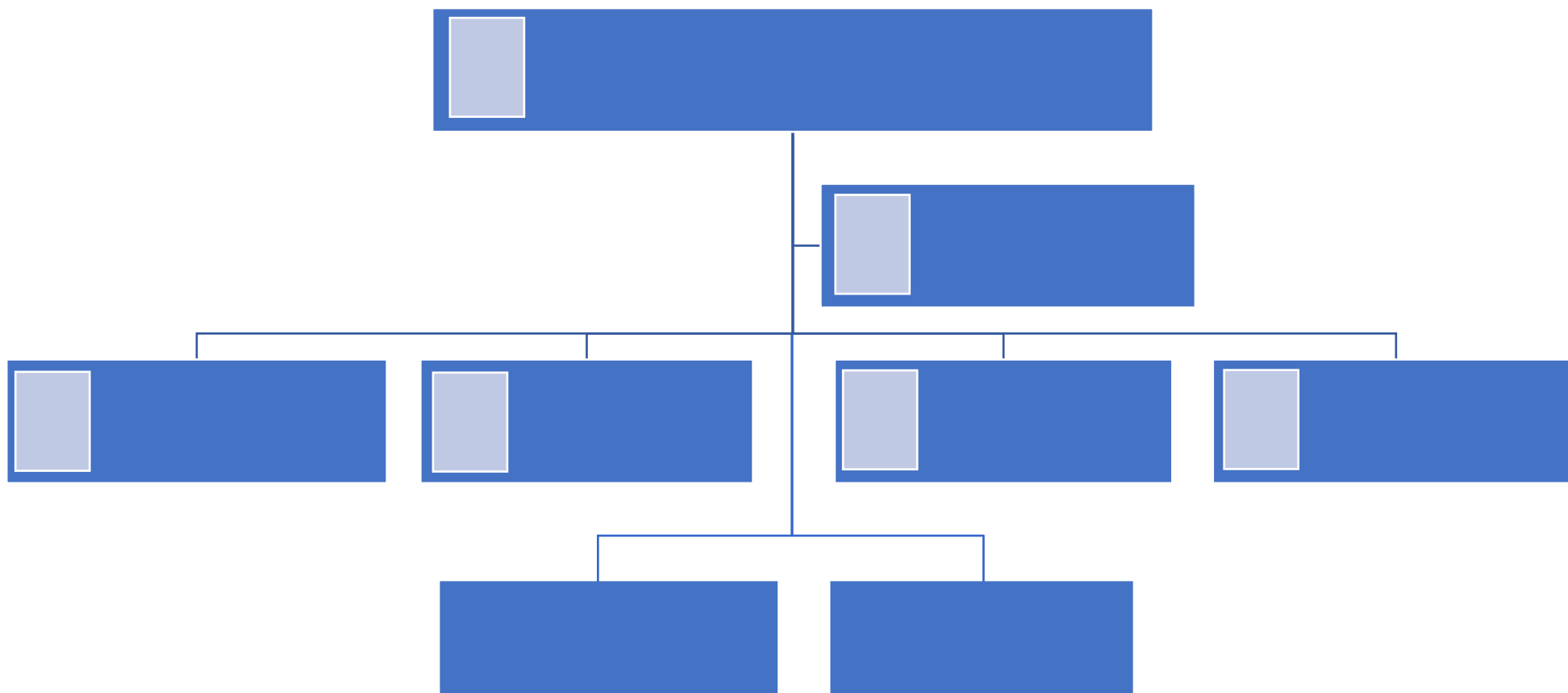
Directory of Municipal Officials and Officers

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@gmail.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 SOCIAL WELFARE AND DEVELOPMENT OFFICER





OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICER

EXTERNAL SERVICES OFFERED

1. Provision of Assistance to Individuals in Crisis Situation (AICS)	8-9
2. Issuance of Social Case Study Report	10-11
3. Issuance of Certificate of Indigency	12
4. Provision of Protective and Psychosocial Intervention to Children (CICL), Children at Risk (CAR) and Children Needs Special Protection (CNSP)	13
5. Provision of Protective and Psychosocial Intervention to victims of Violence Against Women and their Children (VAWC)	14
6. Issuance of OSCA Senior Citizen's ID, Purchase booklet on Medicine and Basic Necessities and Prime Commodities	15
7. Issuance of PWD ID Card	16
8. Issuance of Solo Parent's ID Card	17-18
• Feedback Mechanism	19-20
• Complaint Mechanism	21



External Services – Office of the Municipal Social Welfare and Development Officer

1. Provision of Assistance to Individuals in Crisis Situations (AICS)

Aid to Individuals in Crisis Situations (AICS) is the provision of direct financial assistance and material assistance including medical, transportation, financial, burial, and food.

Office of Division:	Office of the Municipal Social Welfare and Development Officer	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
	G2G - Government to Government	
Who may avail:	Individuals and Families who are in crisis and difficult situations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Barangay Certificate of Indigency (one (1) original copy, and one (1) photocopy)		1. Barangay office
2. Clinical Abstract (one (1) original copy, and one (1) photocopy)		2. Physician
3. Billing Statement (one (1) original copy)		3. Hospital Billing Station
4. Registered death certificate (for burial assistance) (one (1) original copy, and one (1) photocopy)		4. Municipal Civil Registrar
5. Certificate of Enrollment (for educational assistance) (one (1) original copy, and one (1) photocopy)		5. School Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the information desk (table 1) and sign in to the client logbook	1. Register the name and purpose of the walk-in client in the client logbook	None	2 minutes	Admin Assistant Day Care Worker I
2. Proceed to table 5 (the focal person on AICS) Submit yourself to an interview and give all the necessary documents and information	2. Receive and verify the documents 2.1 Interview the client and gather relevant information needed. 2.2 Accomplishes the General intake sheet and Certificate of Eligibility	None	5 minutes	Miriam M. Cauilan Day Care Worker I
3. Sign the general intake sheet and certificate of eligibility. And wait for the approval of assistance	3. Preparation of assessment, cash grant, and payroll 3.1. Review and approval of the MSWDO	None	20 minutes	Samantha Claire D. Bernardo Social Welfare Officer I
4. Receive the approved assistance whether a financial/guarantee letter	4. Treasury/MSWDO provides assistance 4.1 for Medical Assistance: issue the referral letter to the client and provide a guarantee letter 4.2 for burial, educational, and financial assistance: prepares disbursement voucher and refers client to the Treasury Office for the release of financial assistance 4.3 for transportation assistance: issue the prepared request and guarantee letter address to transport companies.	None	10 minutes	Miriam M. Cauilan Day Care Worker I
5. Affix the signature as proof of the assistance given	5. Let the client affix his/her signature on the payroll	None	2 minutes	Miriam M. Cauilan Day Care Worker I
TOTAL		NONE	39 minutes	

2. Issuance of Social Case Study Report

Social Case Study Reports and Referral Letters are being issued to clients who need the documents for financial, medical, referral assistance, and court-related cases.

Office of Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple/ Complex			
Type of Transaction:	G2C - Government to Client			
	G2G - Government to Government			
Who may avail:	Individuals and Families who are in crisis and difficult situations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Certificate of Indigency/Residency (one (1) original copy, and one (1) photocopy)			1. Barangay office	
2. Clinical Abstract/ Medical Certificate (one (1) original copy, and one (1) photocopy)			2. Physician	
3. Updated hospital bill or latest doctor's prescription with the amount indicated and stamped by the Hospital			3. Hospital Billing Station	
3. Police blotter/ court order (for court-related cases)			4. PNP	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the information desk (table 1) and sign in to the client logbook	1. Register the name and purpose of the walk-in client in the client logbook	None	2 minutes	Admin Assistant DCW I
2. Proceed to table 5 (focal person on AICS) and Submit yourself to an interview and give all the necessary documents and information	2. Receive and verify the documents 2.1 Interview the client and gather relevant information needed. 2.2 Accomplishes the General intake sheet	None	10 minutes	Samantha Claire D. Bernardo Social Welfare Officer I Elma O. Gonzales MSWDO

3. Waiting for the preparation and approval of the Social Case Study Report and Referral letter	3. Preparation of Social Case Study Report and referral letter 3.1. Review and approval of the MSWDO	None	60 minutes	Samantha Claire D. Bernardo Social Welfare Officer I Elma O. Gonzales MSWDO
3.1 For court-related cases client will be advised to wait for 5 days	3.1.1 Conduct home visit and collateral interview 3.1.1.1 Preparation of Social Case Study Report and Referral Letter 3.1.1.2 Review and approval of the MSWDO	None	5 days	Samantha Claire D. Bernardo Social Welfare Officer I
4. Receive the signed Social Case Study Report	4. Issue the signed Social Case Study Report and Referral Letter	None	2 minutes	Elma O. Gonzales MSWDO
TOTAL		NONE	1 hour and 14 minutes; +5 days for court-related cases	

3. Issuance of Certificate of Indigency

A certificate of Indigency is required to avail of free or discounted programs and services that are available in other charitable institutions, government, and non-government institutions, and for legal assistance to the public attorney's office.

Office of Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
	G2G - Government to Government			
Who may avail:	Indigent individuals and families			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Certificate of Indigency/Residency (one (1) original copy, and one (1) photocopy)			1. Barangay office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the information desk (table 1) and sign in to the client logbook	1. Register the name and purpose of the walk-in client in the client logbook	None	2 minutes	Admin Assistant MSWD Office
2. Proceed to table 5 (focal person on AICS) and Submit yourself to an interview and give all the necessary documents and information	2. Receive and verify the documents 2.1 Interview the client and gather relevant information needed to assess the financial capability of the requesting party	None	5 minutes	Miriam M. Cauilan Day Care Worker I
3. Waiting for the preparation and approval of the Certificate of Indigency	3. Preparation of Certificate of Indigency 3.1. Sign and approval of the MSWDO	None	5 minutes	Miriam M. Cauilan Day Care Worker I Elma O. Gonzales MSWDO Officer
4. Receive the signed Certificate of Indigency	4. Issue the signed Certificate of Indigency	None	2 minutes	Miriam M. Cauilan Day Care Worker I
TOTAL		NONE	14 minutes	

4. Provision of Protective and Psychosocial Intervention to Children (CICL), Children at Risk (CAR) and Children Needs Special Protection (CNSP)

It is the provision of counseling, stress debriefing, psychosocial first aid (like food, clothing, and medical assistance), and protective services to victims of child abuse, children at risk, and children in conflict with the law.

Office of Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Indigent individuals and families			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. BCPC Report (one (1) original)			1. Barangay office	
2. Police blotter (one (1) original)			2. PNP	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in/Referred/ Any person know with the incident proceeds to the information desk (Table)	1. Register the name and purpose of the walk-in client in the logbook	None	2 minutes	Samantha Claire D. Bernardo Social Welfare Officer I
2. Proceed to the MSWD table. Submit yourself to an interview and give all the necessary information needed	2. Receive and verify the documents 2.1 Interview the client and gather relevant information needed.	None	1 hour	
3. Client undergoes debriefing, counseling/ psychosocial intervention	3. Conduct stress debriefing/counseling 3.1 Assess appropriate assistance	None	1 hour	
4. Affix signature in the intake sheet and logbook of CICL/CAR/CNSP	4. Let the client affix her/his signature on the logbook	None	2 minutes	
5. Wait for the action/activities to be undertaken by the social worker	5. Disclosure of case/incident/ referral/ accompany victim in the filing of the case	None	It depends on the gravity of the case/ activities to be undertaken	
TOTAL		NONE	2 hours and 4 minutes	

5. Provision of Protective and Psychosocial Intervention to victims of Violence Against Women and their Children (VAWC)

It is the provision of counseling, stress debriefing, psychosocial first aid (like food, clothing, and medical assistance), and protective services to victims of Violence Against Women and their Children.

Office of Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Victims of VAWC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay VAW Desk Report (one (1) original)			1. Barangay VAW Desk office	
2. or Police blotter (one (1) original)			2. PNP	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in/Referred/ Any person have knowledge of the incident proceed to the information desk (table 1)	1. Register the name and purpose of the walk-in client	None	2 minutes	Samantha Claire D. Bernardo Social Welfare Officer I
2. Proceed to the MSWD table. Submit yourself to an interview and give all the necessary information needed	2. Receive and verify the documents 2.1 Interview the client and gather relevant information needed.	None	1 hour	
3. Client undergoes debriefing, counseling/ psychosocial intervention	3. Conduct stress debriefing/counseling and assess appropriate assistance	None	1 hour	
4. Affix signature in the intake sheet and logbook of VAWC cases	4. Let the client affix her signature on the logbook	None	2 minutes	
5. Wait for the action/activities to be undertaken by the social worker	5. Disclosure of case/incident/ referral/ filing of case/file petition for protection order	None	It depends on the gravity of the case	
TOTAL		NONE	2 hours and 4 minutes	

6. Issuance of OSCA Senior Citizen's ID, Purchase booklet on Medicine and Basic Necessities and Prime Commodities

The issued identification card will serve as proof of availing to ensure that Senior Citizens shall fully enjoy the benefits and privileges as provided for in the Expanded Senior Citizen's Act of 2010

Office of Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Must be 60 years old and a resident of Palanan, Isabela			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Proof of Birth: Birth Certificate/ Marriage Certificate/Birth Certificate of Child one (1) original copy and one (1) photocopy			1. Municipal Registrar	
2. Or Valid ID stating date of birth			2. Client	
3. Two (2) copies of "1x1" recent ID pictures			3. Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the information desk (Table) and sign in to the client logbook	1. Register the name of the client in the logbook	None	2 minutes	Admin Assistant MSWD Office
2. Proceed to Table 4 (the focal person on PWDs). Submit the requirements and provide the necessary information during the interview.	2. Receive and verify the documents 2.1 Interview the client and gather relevant info needed.	None	15 minutes	Raquel L. Villena Day Care Worker I MSWD Office
3. Sign the application and Intake form	3. Let the applicant sign the application form and intake form	None	2 minutes	Day Care Worker MSWD Office
4. Wait for the preparation of the ID Card	4. Prepare the ID Card 4.1 Register the name, address, ID number, and date issued at the Senior Citizen's Registry Book	None	5 minutes	Day Care Worker MSWD Office
5. Receive and sign the ID Card and Purchase Booklet	5. Issue the ID Card and purchase booklet	None	2 minutes	Day Care Worker MSWD Office
	TOTAL	NONE	26 minutes	

7. Issuance of PWD ID Card

The issued identification card will serve as proof of availing of a discount to ensure that persons with disabilities shall fully enjoy the benefits and privileges as provided for in Republic Act 9442.

Office of Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Must be a Person with Disability and a resident of Palanan, Isabela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate (one (1) original copy and one (1) photocopy)		1. Municipal Registrar		
2. Medical Certificate (one (1) original copy)		2. Physician		
3. Two (2) copies of "1x1" recent ID pictures		3. Client		
4. One (1) copy of whole-body picture		4. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the information desk (Table) and sign in to the client logbook	1. Register the name of the client in the logbook	None	2 minutes	Admin Assistant MSWD Office
2. Proceed to Table 4 (the focal person on PWDs). Submit the requirements and provide the necessary information during the interview.	2. Receive and verify the documents 2.1 Interview the client and gather relevant info needed.	None	15 minutes	Ronnie V. Cabaldo
3. Sign the application and Intake form	3. Let the applicant sign the application form and intake form	None	2 minutes	Ronnie V. Cabaldo
4. Wait for the preparation of the ID Card	4. Prepare the ID Card and register the name and ID number at the PWD's Registry Book	None	5 minutes	Ronnie V. Cabaldo
5. Receive and sign the ID Card and Purchase Booklet	5. Issue the ID Card	None	2 minutes	Ronnie V. Cabaldo
	TOTAL	NONE	26 minutes	

8. Issuance of Solo Parent's ID Card

Holders of Solo Parent's ID Card are entitled to a comprehensive package of programs and services offered by various government entities.

Office of Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Must be a Solo Parent's			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Residency (one (1) original copy, one (1) photocopy)		1. Barangay Office		
2. Death Certificate of spouse for widow/widower (one (1) original copy, and one (1) photocopy)		2. Municipal Civil Registrar's Office		
3. Certificate of a public medical practitioner for mentally ill/physically handicapped spouse (one (1) original copy)		3. Medical practitioner		
4. Court Order for legally separated or in jail		4. Municipal Trial Court/ Regional Trial Court		
5. Punong barangay certification indicating the applicant's status as a solo parent		5. Barangay Office		
6. PSA Birth Certificate of minor child/children (one (1) original copy, and one (1) photocopy)		6. Municipal Civil Registrar's Office		
7. Two (2) pieces of 1x1 picture		7. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the information desk (Table) and sign in to the client logbook	1. Register the name of the client in the logbook	None	2 minutes	Admin Assistant MSWD Office

2. Proceed to table 3 (the focal person on Solo Parents) and submit the requirements and provide the necessary information during the interview.	2. Receive and verify the documents 2.1 Interview the client and gather relevant information needed. 2.2 Fill up the application and intake sheet if the required documents were given	None	15 minutes	Tessie T. Paguigan Day Care Worker II
3. Sign the application and Intake form	3. Let the applicant sign the application form and intake form	None	2 minutes	Tessie T. Paguigan Day Care Worker II
4. Wait for the preparation of the ID Card	4. Prepare the ID Card and register the name and ID number at the Solo Parent's Registry Book	None	5 minutes	Tessie T. Paguigan Day Care Worker II
5. Receive and sign the ID Card and Purchase Booklet	5. Issue the ID Card to the client	None	2 minutes	Tessie T. Paguigan Day Care Worker II
TOTAL		NONE	26 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>