



CITIZEN'S CHARTER

HANDBOOK

2023 (1ST EDITION)

OFFICE OF THE MUNICIPAL TREASURER

MUNICIPAL GOVERNMENT OF PALANAN, ISABELA

Foreword



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, the premier coastal eco-tourism destination in the region with 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, 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

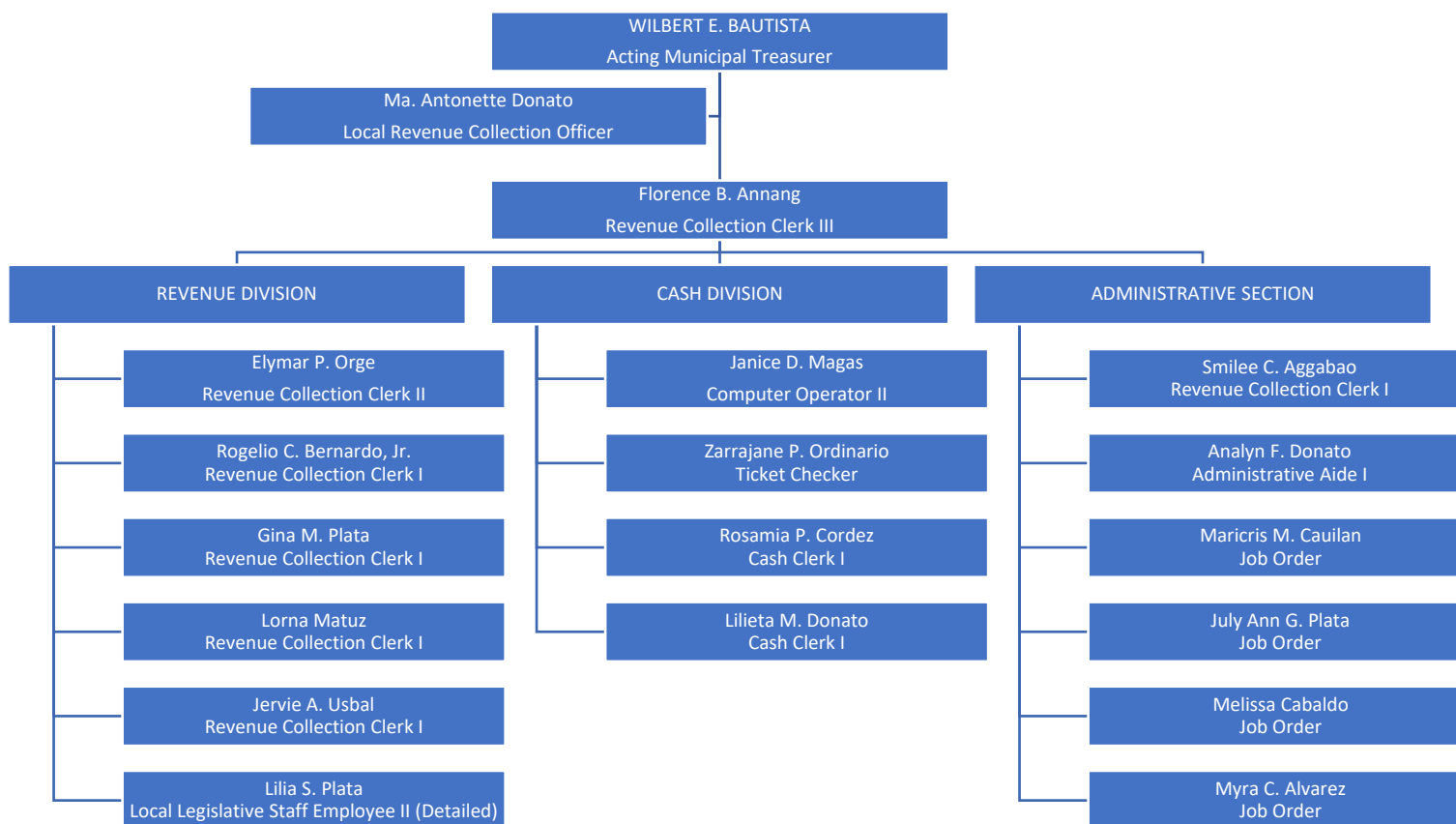
MUNICIPAL OFFICERS

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



LGU Office Organizational Chart

OFFICE OF THE MUNICIPAL TREASURER





LIST OF SERVICES

OFFICE OF THE MUNICIPAL TREASURER

EXTERNAL SERVICES OFFERED

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External Services – Office of the Municipal Treasurer

1. Payment of Real Property Taxes

A real property tax is an ad valorem tax on the value of a property, usually levied on real estate.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Assessment/Tax Declaration		Municipal Assessor's Office		
2. Owner's latest tax receipt		Owner's copy/Municipal Treasurer's Office record		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Table 1 to 3 for computation of property tax dues	1. Computes real property tax dues	None	10 minutes per parcel	Gina M. Plata, RCC I Rogelio C. Bernardo, Jr., RCC I Office of the Municipal Treasurer
2. Pay the computed amount in the tax bill	2.Receives payment	1% of the Assessed Value from the Basic Real Property Tax + 1% of the Assessed Value from the Special Education Fund Discount 10% for prompt payment, 15% for advance payment , *Interest on Unpaid real property tax The late payments are subject to a two (2 %) surcharge per month, to a maximum of 72 % or not exceeding 36 months	2 minutes	
3. Take/claim official receipt	3.Issues official receipt	None	1 minute	
TOTAL		Based on computation	13 minutes	

2. Issuance of Community Tax Certificate (Individual & Corporation)

A community tax certificate is a form of identification. It is a proof that an individual is a resident of the municipality and that he/she paid the necessary dues arising from income derived from business, exercise of profession and/or ownership of real properties in the area.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate/Interview		Municipal Treasurer's Office		
2. Appropriate proof of income/or assessment (Business)		Mayor's Office - BPLS Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interview/Present Birth Certificate *Present proof of income for employed individuals or as per assessment of business establishments.	1. Interview, prepares and computes CTC	None	3 minutes	Gina M. Plata, RCC I Lorna Matuz, RCC I
2. Pay the required amount as per computed/assessed value and receive copy of Community Tax Certificate	2. Receives payment and release Community Tax Certificate	Basic: -For Individuals – P5.00+P1.00 for every P1000.00 of Gross Income from the preceding year -For Corporations- P500.00 + P2.00 for every P 5,000.00 of Gross Income from the preceding year. *Penalty: 2% shall be imposed on the total tax due computed on a monthly basis after the last day of February	1 minute	Gina M. Plata, RCC I Lorna Matuz, RCC I
TOTAL		Based on computation	5 minutes	

3. Payment of Business Tax

A business tax is an enforced contribution, usually monetary in form, levied by the lawmaking body on persons and property subject to its jurisdiction for the precise purpose of supporting government needs.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2B– Government to Business Entity			
Who may avail:	All Business establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Basis for computation of tax		Owners Copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to table 1 to 3	1. Computes business tax dues	None	3 minutes	Janice D. Magas Computer Operator I
2. Pay the tax dues	2. Receives payment and issues official receipt	Based from graduated tax on business indicated in the Municipal Revenue Code	2 minutes	Rogelio C. Bernardo, Jr. Revenue Collection Clerk I
TOTAL		Based from graduated tax on business indicated in the Municipal Revenue Code	5 minutes	

4. Issuance of Certificate of Ownership and Branding of Large Cattle

Certificate of Ownership is a document issued to every person who owns large cattle which has reached six months old and is required to register his ownership upon payment of the registration fee.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Large Cattle Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from the barangay concerned.		Barangay Hall of concerned Punong Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Table 4 and submit request letter addressed to the MTO.	1.Receives request letter	None	2 minutes	Elymar P. Orge Revenue Collection Clerk II
2. Wait for the approval of request letter	2.Validates and approves request letter as per schedule of branding	None	3 minutes	Wilbert E. Bautista Acting Municipal Treasurer
3. Present the animal for branding as scheduled	3. Proceeds to the requesting barangay 3.1 Branding of the animal	None	10 minutes per animal	Elymar P. Orge Revenue Collection Clerk II
4. Pay the necessary fees	4.Issues official receipt. Prepares Certificate of Ownership	Certificate of Ownership of Large Cattle – P300 +P5 Stamp = PHP 305	10 minutes	Elymar P. Orge Revenue Collection Clerk II
5. Wait for the approval of the Certificate of Ownership	5.Signs and approves the Certificate of Ownership	None	2 hours	Nelia A. Plata, SB Secretary HON. ANGELO A. BERNARDO Municipal Mayor
6. Claim the document	6.Releases the Owner's copy of the Certificate of Ownership	None	5 minutes	Elymar P. Orge Revenue Collection Clerk II
TOTAL		PHP 305	2 hrs & 30 min	

5. Issuance of Certificate of Transfer of Ownership of Large Cattle

A certificate of Transfer of Ownership is a document to be issued to the purchaser or new owner when large cattle is sold or its ownership is transferred to another person, the same to be registered with the Municipal Treasurer.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Large Cattle Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Ownership of the present owner		Owner's Copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The present owner submits the Certificate of Ownership to Table 4	1.Verifies Ownership	None	2 minutes	Elymar P. Orge Revenue Collection Clerk II
2. Wait for the Preparation of Certificate of Transfer	2.Pre pares Certificate of Transfer	None	5 minutes	Elymar P. Orge Revenue Collection Clerk II
3. Wait for the signing and approval of document/ Certificate of Transfer	3.Signs the document/Certificate of Transfer	None	5 minutes	Wilbert E. Bautista Acting Municipal Treasurer
4. Pay the required fee	4.Receives payment and issues official receipt	Certificate of Transfer – 510.00	2 minutes	Elymar P. Orge Revenue Collection Clerk II
5. Claim the Certificate of Transfer of Ownership/Owner's copy	5.Issues the document and keeps record on file	None	1 minute	Elymar P. Orge Revenue Collection Clerk II
TOTAL		PHP 510	15 minutes	

6. Issuance of Tax Clearance and Certifications

A tax clearance is a certificate that verifies that an entity paid all its tax liabilities at the current time.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest copy of official receipt		Owner's copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for certification/tax clearance to Table 1 to 3	1. Verifies latest payment 1.1 Prepares certification/tax clearance	None	5 minutes	Gina M. Plata, RCC I Rogelio C. Bernardo, Jr, RCC I
2. Wait for the request	2. Signs the certification/tax clearance	None	3 minutes	Wilbert E. Bautista, Acting Municipal Treasurer
3. Pay necessary fee	3. Receives payment and issues OR	P50.00	2 minutes	Gina M. Plata, RCC I Rogelio C. Bernardo, Jr, RCC I
TOTAL		PHP 50	10 minutes	

7. Permit Fee for Agricultural Machinery & Other Heavy Equipment

Agricultural machinery is machinery used in farming or other agriculture. Heavy equipment refers to heavy-duty vehicles, specially designed specially designed for executing construction tasks.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of payment		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Table 1 to 3 fo	1.Verifies previous payment in the record book/file	None	5 minutes	Gina M. Plata, RCC I
2. Wait for the computation of fees	2.Computes and assesses required fees	a. Hand Tractor- P500.00 b. Light Tractor-P 500.00 c. Heavy Tractor- P1,000.00 d. Bulldozer-P5,000.00 e. Forklift- P5,000.00 f. Heavy Grader-P 5,000.00 g. Light Grader-P 3,000.00 h. Mechanized Thresher- P 1,000.00 i. Manual Thresher-P500.00	2 minutes	Gina M. Plata, RCC I
		j. Cargo/Dump Truck- P5,000.00 k. Dump Truck- P 5,000 l. Mini Dump Truck- P4,000 m. Road Rollers- P5,000 n. Payloader- P 5,000		

		o. Primemovers/Flatbeds-P 5,000 p. Backhoe-P 5,000 q. Rockcrusher-P5,000 r. Batching Plant-P 5,000 s. Transit/Mixer Truck-P5,000 t. Crane- P5,000 u. Others-P1,000		
3. Pay the required fees	3. Receives payment and issues official receipt	None	3 minutes	Gina M. Plata, RCC I
TOTAL		Depends on type of agricultural machinery or heavy equipment	10 minutes	

8. Payment of Other Fees and Charges

Fee – refers to a charge fixed by law or ordinance for the regulation or inspection of a business or activity.

Charges – refers to the pecuniary liability, as a rent or fees against a persons or property in exchange for the use or utility of a facility or service of the government.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of payment, Citation ticket, or Other documents (whichever is applicable)		Office of the Municipal Treasurer or other office applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the document (if any) or state the needed fees/ charges to be paid.	1.1 Interview the client	NONE	2 minutes	Rogelio C. Bernardo, Jr. RCC I
2. Wait for the computation of fees	2.1 Computes and assesses the required fees and charges	Depending on the nature of the fees and charges to be paid. (refer to the Local Revenue Code of this Municipality)	3 minutes	Rogelio C. Bernardo, Jr. RCC I
3. Pay the required amount	3.1 Receive the payment 3.2 Issue the corresponding receipt	NONE	2 minutes	Rogelio C. Bernardo, Jr. RCC I
TOTAL			7 minutes	



Feedback and Complaints Mechanism

FEEDBACK MECHANISM	
How to send feedback?	<p>Answer the Client Satisfaction Survey Form available in all LGU offices prior to leaving the LGU office where you availed services or visited.</p> <p>Put in on the Suggestion Box in the Municipal Lobby or near the exits of every LGU offices, or give the accomplished form to any of the LGU employee.</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 and will be sent to the client thru email, phone call or personal delivery to 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



CIVIL SERVICE COMMISSION
Republic of the Philippines



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 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 complain ✓ 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 complaint, the officer assigned shall coordinate and forward to the concerned Office to answer the complaint or provide comments and initiate investigation if necessary or finding of facts regarding the complaint. The concerned office shall then validate 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 thru email or personal delivery.</p>