



CITIZEN'S CHARTER

HANDBOOK

2024 (1ST EDITION)

OFFICE OF THE SANGGUNIANG BAYAN

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, 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



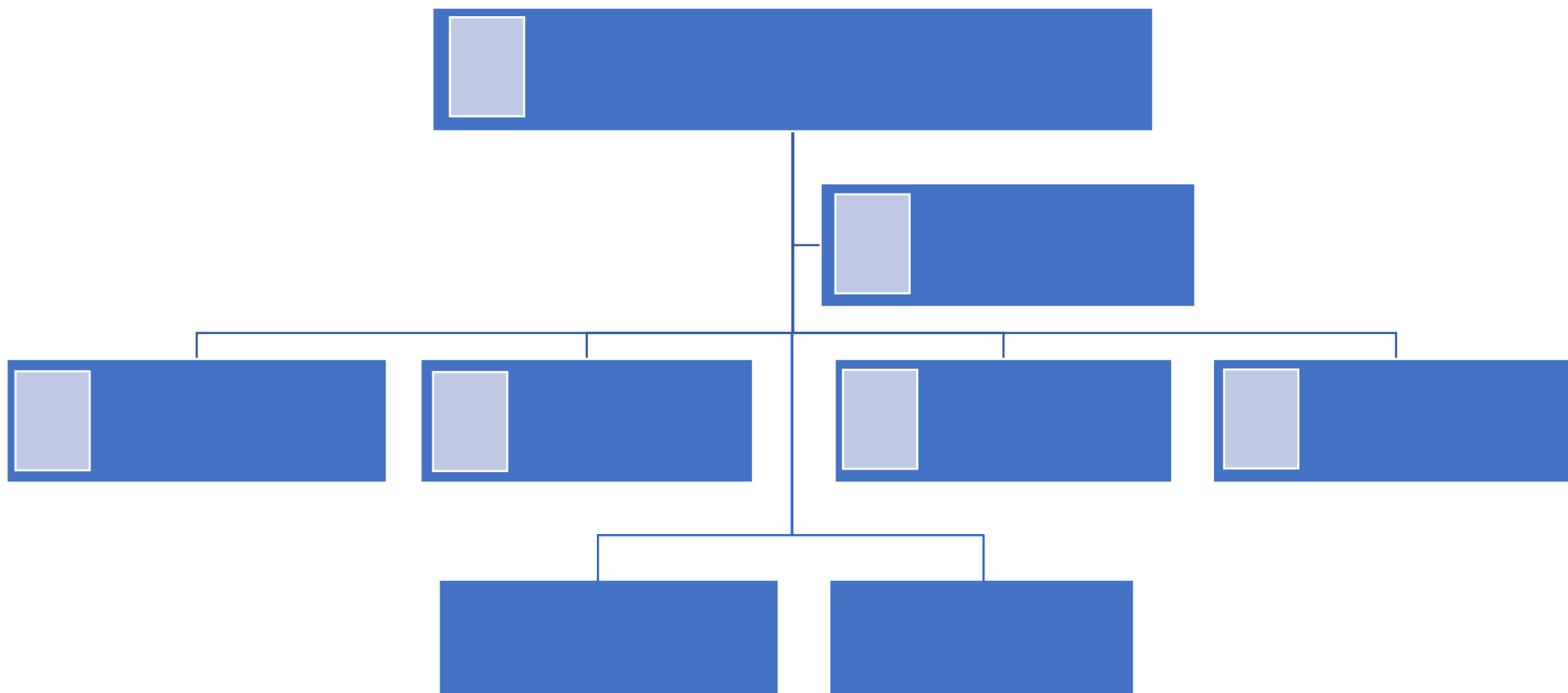
Directory of Municipal Officials and Officers

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



OFFICE OF THE SANGGUNIANG BAYAN





LIST OF SERVICES

OFFICE OF THE SANGGUNIANG BAYAN

EXTERNAL SERVICES OFFERED

1. Receive and Act on Incoming Communications	8
2. Setting for An Appointment with the Councilors	9
3. Inquiry for Schedule of Committee/Public Hearing	10
4. Issuance of Certificate of Appearance to SK Chairpersons	11
• Feedback Mechanism	12-13
• Complaint Mechanism	14



External Services – Office of the Sangguniang Bayan

1. Receive and Act on Incoming Communications

The Legislative Support Staff are tasked to receive and act on incoming communications addressed to their immediate supervisors and/or that concerning to the latter's respective committees.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C) and Government to Government (G2G)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Receiving copy of incoming communication		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's registry at Sangguniang Bayan Office; Indicate Name, Address, Contact Number, and Purpose of visit.	1. Direct the client to the appropriate personnel.	None	3 Minutes	Officer of the Day Office of the Sangguniang Bayan
2. Deliver/Submit/ Forward communications to the Sanggunian Bayan Office.	2. Receive the communication delivered/submitted/forwarded by the client.	None	3 Minutes	Legislative Staff of the concerned councilor Office of the Sangguniang Bayan
3. Receive proof of services/copy of endorsement/reply letter.	3. Give feedback and/or instructions as to the client's request or as the case maybe.	None	2 Minutes	Office of the Sangguniang Bayan
TOTAL		NONE	8 MINUTES	

2. Setting for An Appointment with the Councilors

Various clients and/or government employees such as department heads visit the office to set for an appointment to councilors.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C) and Government to Government (G2G)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's registry at Sangguniang Bayan Office; Indicate Name, Address, Contact Number, and Purpose of visit.	1. Direct the client to the appropriate personnel.	None	2 Minutes	Officer of the day Office of the Sangguniang Bayan
2. Approach the concerned Legislative Staff and ask for assistance to have a schedule of appointments to the Sangguniang Bayan Me.	2. Check the councilor's schedule for a meeting and confirm it with the same; then inform the client of such date.	None	3 Minutes	Legislative Staff of the concerned councilor Office of the Sangguniang Bayan
3. Confirm the available date/time, for an appointment.	3. Thank the client.	None	1 Minute	Legislative Staff of the concerned councilor Office of the Sangguniang Bayan
TOTAL		NONE	6 MINUTES	

3. Inquiry for Schedule of Committee/Public Hearing

The Office of the Sangguniang Bayan can provide the clients with the information regarding the schedule and details of committee/ public hearing.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C) and Government to Government (G2G)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's registry at the Sangguniang Bayan Office; Indicate Name, Address, Contact Number, and Purpose of visit.	1. Direct the client to the appropriate personnel.	None	3 Minutes	Officer of the day Office of the Sangguniang Bayan
2. Approach the concerned Legislative Staff and inquire for the schedule of the committee meeting or public hearing, as the case may be.	2. Concerned staff informs the client about the inquired schedule of the committee meeting or public hearing.	None	2 Minutes	Legislative Staff of the concerned councilor Office of the Sangguniang Bayan
TOTAL		NONE	5 MINUTES	

4. Issuance of Certificate of Appearance to ALL

In every official transaction made by every citizen/client at the Office of the Sangguniang Bayan, a Certificate of Appearance is issued.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G) and Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's registry at Sangguniang Bayan Office; Indicate Name, Address, Contact Number, and Purpose of visit.	1. Direct the client to the appropriate personnel.	None	3 Minutes	Office of the Sangguniang Bayan
2. Approach the Legislative Staff and process his/her transactions like submission of reports, receiving of communication, etc..	2. Assist the client with his/her transaction.	None	5 Minutes	
3. Request for Certificate of Appearance.	3. Prepare a certificate of appearance in accordance with the nature of the transaction.	None	1 Minute	
4. Receive the Certificate of Appearance.	4. Record the issued certificate of appearance in the logbook.	None	1 Minute	
TOTAL		NONE	10 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 thru email or personal delivery.</p>