



CITIZEN'S CHARTER

HANDBOOK

2024 (1ST EDITION)

OFFICE OF THE SECRETARY TO THE SANGGUNIAN

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



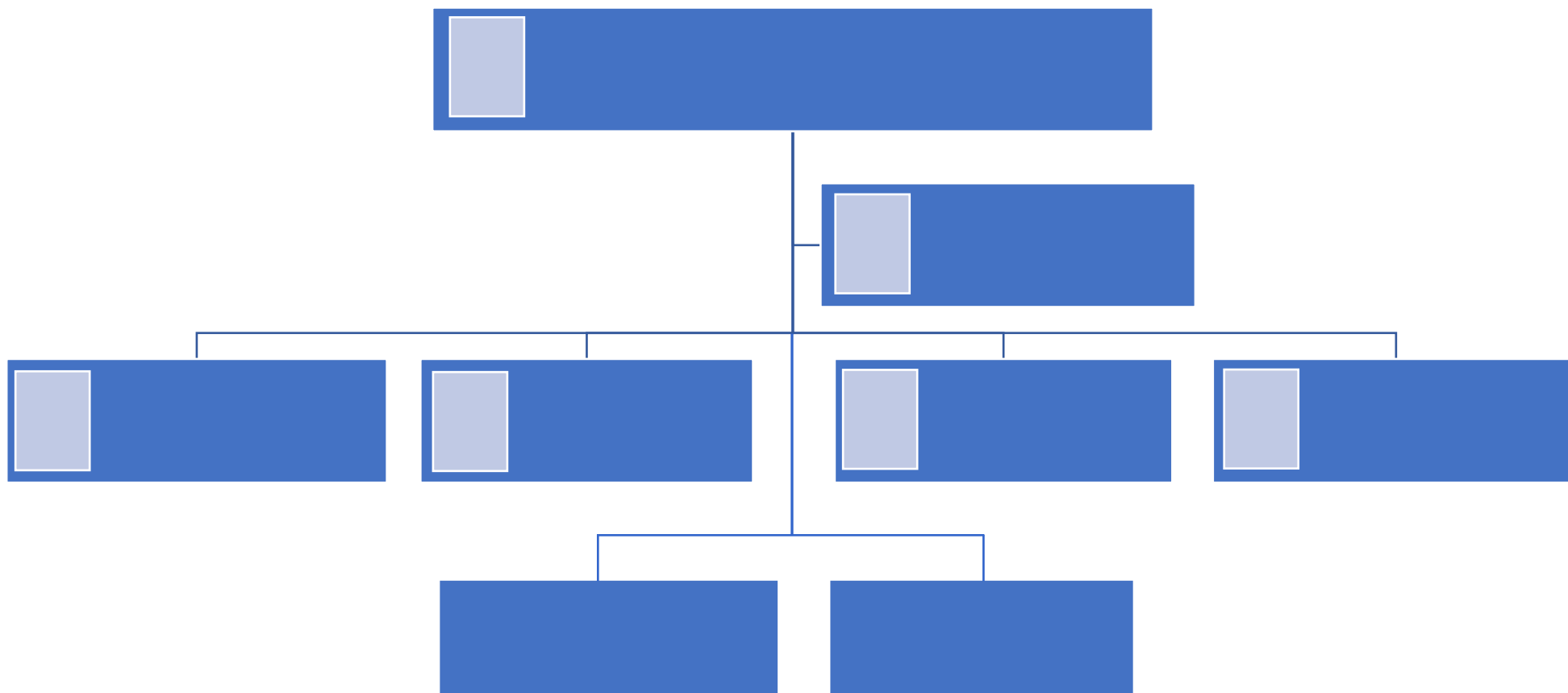
Directory of Municipal Officials and Officers

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 SECRETARY TO THE SANGGUNIANG





LIST OF SERVICES

OFFICE OF THE SECRETARY TO THE SANGGUNIAN

EXTERNAL SERVICES OFFERED

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External Services – Office of the Secretary to the Sanggunian

1. Issuance of Approved Copy of Resolutions/Ordinances

The Office of the Secretary to the Sangguniang Bayan being the custodian of all the approved resolutions and ordinances is responsible to issue the said copy to the requesting party within the day after the receipt of a valid written request.

Office or Division:	Office of the Secretary to the Sanggunian			
Classification:	Simple			
Type of Transaction:	Citizen to Government (C2G) and Government to Government (G2G)			
Who may avail:	Any person who has a valid written request			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter requesting a copy of an approved resolutions/ordinance;			Client/ Requesting Party	
2. Official Receipt of payment for Secretary's Fee and Documentary			Office of the Municipal Treasurer	
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request.	1. Received written request and issue a charge slip for payment of Secretary's Fee.	PHP 100	5 Minutes	Nelia Alamo-Plata Secretary to the Sanggunian
2. Pay the Secretary's Fee and Documentary Stamp to the Municipal Treasurer's Office.	2. Receive payment and issue receipt.		10 Minutes	Revenue Collection Clerk Municipal Treasurer's Office
3. Present the receipt.	3. Research copy of requested ordinance/ resolution 3.1 Photocopy the document and release copy of requested resolution/ordinance.		5 Minutes	Nelia Alamo-Plata Secretary to the Sanggunian or authorized Legislative Staff
TOTAL		PHP 100	20 MINUTES	

2. Accreditation of Civil Society and Non-Government Organizations

Under the Local Government Code, the Sangguniang Bayan is empowered to accredit CSOs and NGOs. The accreditation of these organizations is necessary to qualify them to sit as representatives in the Special Bodies of the Municipality.

Office or Division:	Office of the Secretary to the Sanggunian			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	NGOs/CSOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Constitution and By-Laws (1 original, 1 photocopy)		Requesting party		
2. List of Officers and Members (1 original, 1 photocopy)		Requesting party		
3. Current Financial Statements Duly accomplished (1 original, 1 photocopy)		Requesting party		
4. Application Form (1 original, 1 photocopy)		Office of the Sangguniang Bayan		
5. Certificate of Registration from concerned agencies (1 original, 1 photocopy)		SEC, CDA, DOLE, etc		
6. Articles of Incorporation (1 original, 1 photocopy)		Requesting party		
7. Board Resolution expressing the intention of NGO to be accredited (1 original, 1 photocopy)		Requesting party		
8. Profile indicating the purpose and objectives of the organization (1 original, 1 photocopy)		Requesting party		
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requirements and submit to the Office of the Sanggunian Bayan for review and assessment.	1. Receive applications.	None	3 Minutes	Nelia Alamo-Plata Secretary to the Sanggunian
2. Submit application/request with requirements for review.	2. Review submitted documents.	None	5 Minutes	Nelia Alamo-Plata Secretary to the Sanggunian

3. Wait for the result of review. 3.1 Get back documents with notes and comments.	3. If documents are complete, request is entered in the logbook for legislative actions. 3.1 If documents are incomplete, return request and inform the party to resubmit once requirements are completed.	None	5 Minutes	Nelia Alamo-Plata Secretary to the Sanggunian
4. Wait for Legislative action.	4. SB Secretary places all requests in the Order of Business for First Reading and referral to the proper committee.	None	Within 1 day	Nelia Alamo-Plata Secretary to the Sanggunian
	4.1 The request is taken up on First Reading and referred to the proper committee for evaluation.	None		SB Members
5. Attends public hearing.	5. The concerned committee invites party/ies to a committee/public hearing if necessary.	None	Within 5 days	SB Committee Concerned
	5.1 The concerned committee/s prepares and finalizes Committee Report on the request.	None	Within 1 day	SB Committee Concerned
	5.2 Concerned committee presents Committee Report to Sangguniang Bayan and moves to adopt a Resolution approving or disapproving the request.	None	Within 1 day	SB Members
	5.3 The Committee Report is taken up and adopted.			
	5.4 If not adopted, it is returned to the Committee.			
	5.5 Committee drafts Resolution approving or disapproving the request.	None	Within 1 day	SB Committee Concerned
	5.6 The Resolution is presented to the Sangguniang Bayan for adoption during the session.	None	Within 1 day	SB Members

	5.7 Resolution approving or disapproving the request is adopted and approved.			
	5.8 The Resolution is finalized and numbered; SB Office facilitates signing of Resolution.	None	Within 1 day	Nelia Alamo-Plata Secretary to the Sanggunian
	5.9 The SB Office enrolls the approved Resolution in the Journals.			
	5.10 The Committee concerned prepare and finalizes Certificate of Accreditation.	None	Within 1 day	SB Committee Concerned
	5.11 Certificate of Accreditation is signed and distributed to the requesting parties.	None	2 Minutes	Nelia Alamo-Plata Secretary to the Sanggunian
6. Get copy of the approved resolution/ordinance.	6. Release the approved resolution of accreditation.	None	5 Minutes	Nelia Alamo-Plata Secretary to the Sanggunian
TOTAL		NONE	12 DAYS AND 20 MINUTES	

3. Review of Budgets and Ordinances for the Operations of the Barangay Governments

Under the Local Government Code, the Sangguniang Bayan is empowered to review barangay budgets and ordinances passed by the barangay governments. The review of said budget and ordinances is to ensure that said legislation passed by the barangays are within their powers to discharge under the Local Government Code and other existing laws.

Office or Division:	Office of the Secretary to the Sanggunian
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G)
Who may avail:	Barangay & SK Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For Barangay Budgets	
1. Appropriation ordinance enacting the Barangay Supplemental Budget (1 original, 1 photocopy)	Barangay Offices/Hall
2. Resolution adopting the Annual Development and Investment Plan of the Barangay (1 original, 1 photocopy)	Barangay Offices/Hall
3. Resolution from the Sangguniang Kabataan on the utilization of their 10% share from the barangay budget (1 original, 1 photocopy)	Barangay Offices/Hall
4. Endorsement from the Barangay (1 original, 1 photocopy)	Barangay Offices
B. For Barangay Ordinances	
1. Barangay Ordinance (1 original, 1 photocopy)	Barangay Offices
2. Endorsement from the Barangay (1 original, 1 photocopy)	Barangay Offices

CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with supporting documents to the Municipal Budget Office which will issue necessary Indorsement in case of Barangay Budget and the Office of the Sangguniang Bayan in case of Barangay Ordinances for review and evaluation.	1. Receive Barangay Budget with Indorsement from the Budget Office. Receive Barangay Ordinance with Barangay Indorsement.	None	2 Minutes	Nelia Alamo-Plata Secretary to the Sanggunian
	1.1 Review submitted documents.	None	5 Minutes	Nelia Alamo-Plata Secretary to the Sanggunian

2. Get back request with notes and comments.	2. If documents are complete, request is entered in the logbook for legislative actions.	None	1 Minute	Nelia Alamo-Plata Secretary to the Sanggunian
	2.1 If documents are incomplete, return the documents to the requesting party.	None	Minutes	
3. Wait for Legislative action.	3. SB Secretary places all barangay budgets and ordinances for evaluation in the Order of Business.	None	Within 5 days	Nelia Alamo-Plata Secretary to the Sanggunian
	3.1 Sangguniang Bayan takes up request and for referral to the proper committee.	None	Within 1 day	SB Members
	3.2 The concerned committee evaluates submitted documents.	None		SB Committee Concerned
4. Attends committee hearing.	4. The concerned committee holds committee/public hearing whenever applicable and render report to the SB Session.	None	Within 5 days	SB Committee Concerned
	4.1 Committee presents committee report to the SB and moves to adopt a Resolution on the matter. 4.2 The Committee Report is taken up and adopted.	None	Within 1 day	SB Committee Concerned
4. Attends committee hearing.	4.3 Committee drafts Resolution with the Committee recommendations to be presented for approval.	None	Within 1 day	SB Committee Concerned

	4.4 Sangguniang Bayan approves/disapproves Resolution.	None		SB Members
	4.5 Resolution is finalized for signature.	None	Within 1 day	Nelía Alamo-Plata Secretary to the Sanggunian
	4.6 SB Secretariat numbers and enrolls signed Resolution in the Journals.			
5. Gets copy of the approved Resolution.	5. Releases the resolution with the decision of the SB to the concerned party and Budget Department.	None	Within 1 day	Nelía Alamo-Plata Secretary to the Sanggunian
TOTAL		NONE	15 DAYS AND 9 MINUTES	

4. Review of the Annual and Supplemental Budget for the Operations of the Municipal Government

Under the Local Government Code, the Sangguniang Bayan is empowered to review Annual and Supplemental Budgets for the operations of the Municipal Government.

Office or Division:	Office of the Secretary to the Sanggunian	
Classification:	Highly Technical	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	The public, Barangay Officials and Municipal Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Proposed Annual/Supplemental budgets with supporting documents as prescribed by the law (1 Original Copy)		Office of the Municipal Budget Officer
2. Annual/Supplemental Investment Plan (AIP) as approved by the Municipal Development Council (1Original Copy)		Office of the Municipal Planning and Development Coordinator
3. Proper endorsement by concerned authorities or officers (1Original Copy)		Office of the Municipal Mayor/ Office of the MBO

CLIENT / AGENCY STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requirements and submit to the Office of Sangguniang Bayan for review and assessment (1 original/photocopy).	1. Receive indorsements.	None	1 Minute	Nelia Alamo-Plata Secretary to the Sanggunian
2. Submit request with requirements for review (1 original/photocopy). 3. Wait for the result of the review. 4. Wait for Legislative action.	2. Review submitted documents.	None	5 Minutes	Nelia Alamo-Plata Secretary to the Sanggunian
	3. If documents are complete, request is entered in the logbook for legislative actions.	None	2 Minutes	Nelia Alamo-Plata Secretary to the Sanggunian
	3.1 If documents are incomplete, return the documents to the Budget Office.	None	2 Minutes	
	4. SB Secretary places all municipal/ supplemental budgets for review in the Order of Business for First Reading/ Referral.	None	1 day	Nelia Alamo-Plata Secretary to the Sanggunian
	4.1 Municipal/ Supplemental Budget is taken up on First Reading and Referred to the Committee on Budget, Finance and Appropriations.	None	Within 1 day 3 minutes during session	SB Members
	4.2 The concerned committee evaluates submitted documents.	None		SB Committee on Budget, Finance and Appropriations
	4.3 The concerned committee prepares Resolution adopting the AIP for approval and			

	Appropriations Ordinance for First Reading.			
	4.4 Resolution for AIP is adopted. Draft Appropriation Ordinance is passed on First Reading and referred to the Committee on Budget, Finance and Appropriations.	None		Sangguniang Bayan Members
5. Attends public/committee hearing.	5. The concerned committee holds committee/public hearing whenever applicable and renders report to the SB Session.	None	5 days	SB Committee on Budget, Finance and Appropriations
	5.2 The Committee Report is taken up and adopted with changes if any.	None	3 minutes	Sangguniang Bayan Members
	5.3 The Draft Appropriation Ordinance is presented for approval on Second Reading with amendments if any based on approved Committee Report.	None		Sangguniang Bayan Members
	5.4 Draft Appropriation Ordinance incorporating amendments is finalized.	None	5 days	SB Committee on Budget, Finance and Appropriations
	5.5 Draft Appropriation Ordinance is taken up and approved on Second Reading.	None		5 minutes
	5. Attends public/committee hearing. (continuation)	5.6 if there are amendments, these are debated upon and reflected in the Draft Ordinance.	None	10 minutes

	5.7 Draft Appropriation Ordinance incorporating finalized amendments.	None	Within 1 day	SB Committee on Budget, Finance and Appropriations
	5.8 Draft Appropriation Ordinance is presented for approval on Third Reading.	None	3 minutes	SB Committee on Budget, Finance and Appropriations
	5.9 Draft Appropriation Ordinance is taken up and voted upon on Third Reading with its amendments.	None	2 minutes	Sangguniang Bayan Members
	5.10 Appropriation Ordinance is finalized and numbered for signature of concerned officials.	None	3 minutes	Nelia Alamo-Plata Secretary to the Sanggunian
	5.11 SB Secretariat facilitates signing of Appropriation Ordinance.	None	5 minutes	SB Secretariat
	5.12 Approved Appropriation Ordinance is enrolled in the Journal and forwarded to the Sangguniang Panlalawigan for review within thirty (30) days.	None	30 days	SB Secretariat
6. Get copy of the approved resolution or ordinance.	6. Releases approved Resolution or Ordinance.	None	3 minutes	SB Secretariat
TOTAL		NONE	45 DAYS AND 10 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




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>