



CITIZEN'S CHARTER

HANDBOOK

2024 (1ST EDITION)

OFFICE OF THE MUNICIPAL AGRICULTURIST

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

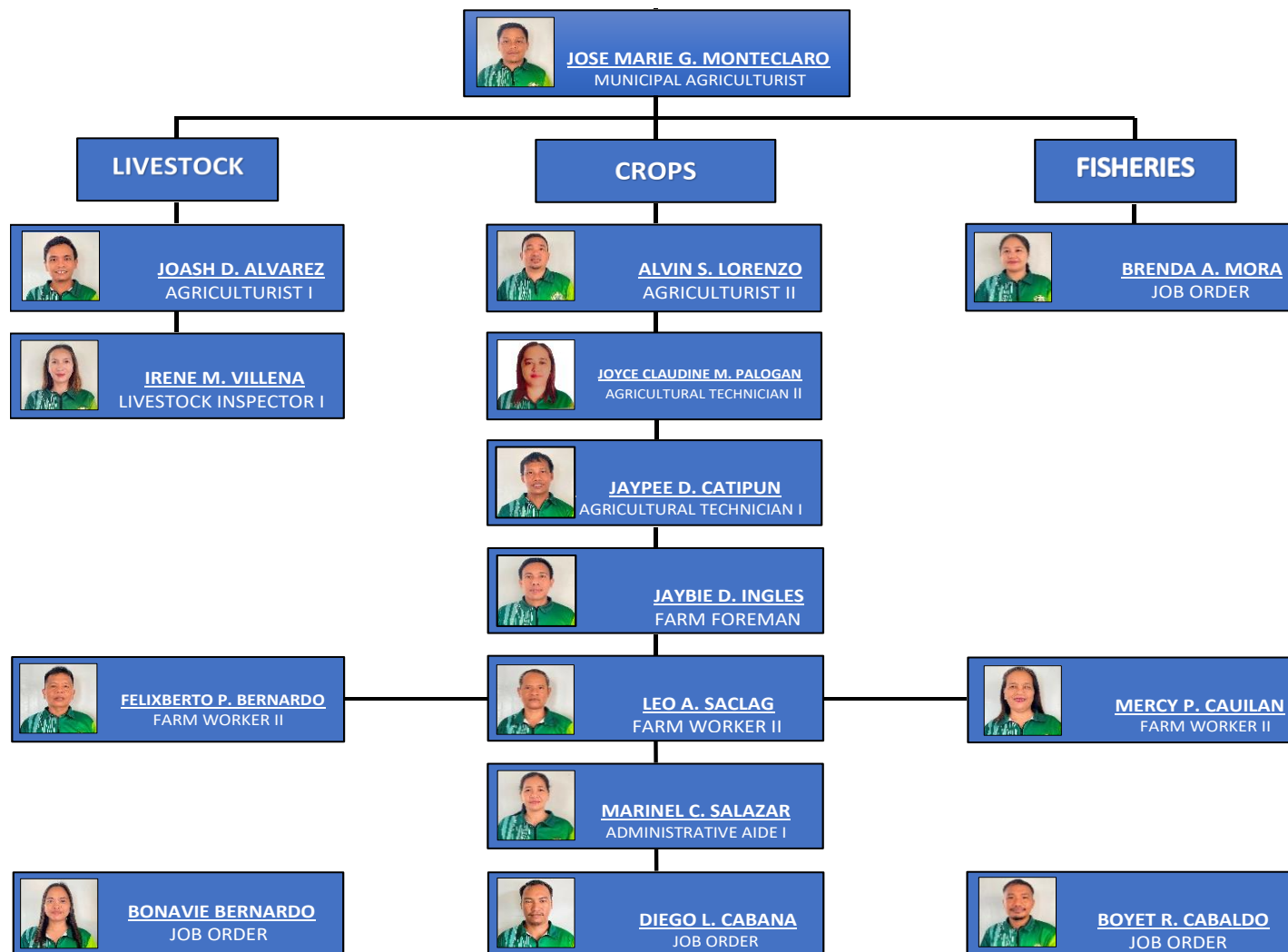
MUNICIPAL OFFICERS

<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@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. GENEVIE C. CABALDO	Admin Officer IV/ BPLO Designee	0936-352-0310	ibechavez10@gmail.com
MS. NELIA A. PLATA	Secretary to the Sanggunian	0917-885-5415	lgupalananisabela1901@yahoo.com



LGU Office Organizational Chart

OFFICE OF THE MUNICIPAL AGRICULTURIST





LIST OF SERVICES

OFFICE OF THE MUNICIPAL AGRICULTURIST

EXTERNAL SERVICES OFFERED

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External Services – Office of the Municipal Agriculturist

1. Availment of Veterinary Medicines (Dewormer, Vitamins and Medicines)

Provision and Delivery of Animal Health Management and practices through appropriate deworming and treatment services of livestock.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Animal Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Log Book	1. Give the Logbook to the client	None	1 minute	Agricultural Technicians Office of the Mun. Agriculturist
2. Personal appearance of the Animal owner	2. Conduct interviews and information gathering	None	5 minutes	Agricultural Technicians Office of the Mun. Agriculturist
3. Receive and Sign the treatment form	3. Dispense of Veterinary Medicines	None	2 minutes	Dr. Jose Marie G Monteclaro Office of the Mun. Agriculturist
	3.1. Give the treatment report form to the client			
TOTAL		NONE	8 minutes	

2. Provision of Assorted Vegetable Seedlings and Seeds

To provide assorted vegetable seedlings/seeds to every household in support of the GULAYAN SA BARANGAY/PAARALAN project

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Highly Complex			
Type of Transaction:	G2C – Government to Citizen; G2G-Government to Government			
Who may avail:	All Barangay and Schools			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter/ Resolution (2 original)			Requesting Barangay/ School	
2. Approval/endorsement of the Mayor			Mayor's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Log Book	1. Give the log book to the client at the Office of the Municipal Agriculturist	None	1 minute	Agricultural Technicians Office of the Mun. Agriculturist
2. Submission of Request	2. Facilitate preparation of available seedlings/seeds	None	1-2 days	Agricultural Technicians Office of the Mun. Agriculturist
3. Preparation of planting sites and wait for the schedule of distribution	3. Scheduling of distribution	None	14-21 days	Agricultural Technicians Office of the Mun. Agriculturist
4. Receive seeds/seedlings	4. Distribute seeds/seedlings	None	1 Day	Agricultural Technicians Office of the Mun. Agriculturist
TOTAL		NONE	3-24 days & 1 minute	

3. Provision of Tilapia Fingerlings

To provide tilapia fingerlings to backyard fishpond operators and communal bodies of water in support of the food sufficiency program.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G-Government to Government			
Who may avail:	All Barangay and Schools			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter/ Resolution (2 originals)			Requesting Barangay/ School	
2. Approval/endorsement of the Mayor			Mayor's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Log Book	1. Give the log book to the client at the Office of the Municipal Agriculturist	None	1 minute	Aquacultural Technician Office of the Mun. Agriculturist
2. Submission of request letter with the endorsement of the Mayor	2. Facilitate the endorsement of the request to BFAR	None	1- 2 days	Aquacultural Technician Office of the Mun. Agriculturist
3. Submission of List of recipients and wait for the schedule of hauling and distribution	3. Follow-up request to BFAR 3.1. Wait for approval to BFAR 3.2. Scheduling of hauling and distribution 3.3. Get Fingerling at BFAR 3.4. Hauling of Fingerlings to Barangay/School	None	10-14 days	Aquacultural Technician Office of the Mun. Agriculturist
4. Receive Fingerlings	4. Distribute Fingerlings	None	1 Day	Aquacultural Technician

TOTAL	NONE	13-17 days & 1 minute	
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4. Provision of Rodenticide

To provide Rodenticide in support of the Food Security Program of the Municipality

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G-Government to Government			
Who may avail:	All Barangay and Schools			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter/ Resolution (2 original)			Requesting Barangay/ School	
2. Approval/endorsement of the Mayor			Mayor's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Log Book	1. Give the log book to the client at the Office of the Municipal Agriculturist	None	1 minute	Agricultural Technician Office of the Mun. Agriculturist
2. Submission of request letter with the endorsement of the Mayor	2. Facilitate the preparation of Rodenticide	None	1 hour	Agricultural Technician Office of the Mun. Agriculturist
	2.1. Conduct IEC			
3. Preparation of baiting materials	3. Conduct Rat baiting	None	1-2 days	Agricultural Technician Office of the Mun. Agriculturist
TOTAL		NONE	1-2days,1hr & 1 minute	

5.1 Vaccination of Dogs Against Rabies

For the control, prevention of the spread, and eventual eradication of human and animal rabies.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Dog owners (Barangay)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter/Resolution (2 original)			Requesting Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Log Book	1. Give the log book to the client at the Office of the Municipal Agriculturist	None	1 minute	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
2. Submission of Request letter	2. Receive the Request letter	None	2 minutes	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
3. Wait for the schedule	3. Scheduling of vaccination	None	1-2 Days	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
4. Register dog owners and dogs 4.1. Presentation of dogs for vaccination	4. Vaccination of dogs		1 minute	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
5. Dog owners receive the vaccination	4. Fill up the vaccination card and give it to the dog owner	None	1 minute	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
TOTAL		NONE	1-2 days and 6 minutes	

6. Provision of Planting Materials (Rice & Corn)

To provide high-yielding and climate-resilient planting materials to farmers to boost agricultural productivity

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple/ Complex/ Highly Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Rice and Corn Farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter/Resolution (3 original, 3 photocopy)			Farmer/ requesting Barangay	
2. Masterlist of Farmers (3 photocopies)			Barangay/ Association	
3. Endorsement of the Mayor			Mayor's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Log Book	1. Give the log book to the client at the Office of the Municipal Agriculturist	None	1 minute	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
2. Personal appearance of the Farmer for interview	2. Conduct interview and data gathering	None	5 minute	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
3. Submission of Request letter/Resolution with endorsement of the Mayor	3. Preparation/Verification of Farmers in the masterlist	None	1 day	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
	3.1. Endorsement of Request to the DA-RFO 02		20-30 days	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
	3.2. Facilitate hauling of seeds from DA UPI Gamu, Isabela			
	3.3. Scheduling of distribution			

4. Receive planting materials	4. Distribute Planting materials	None	3-5 days	Agricultural Technicians Office of the Mun. Agriculturist
TOTAL		NONE	24- 36 days & 6 minutes	

7. Issuance of Animal Health Certificate for Transport (Large Animal)

An Animal Health certificate is issued to ensure that animals being transported are safe and Healthy.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All livestock handler			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Livestock Handlers Permit (BAI)			DA - RFO2	
2. Barangay Certification or Certificate of Ownership			Barangay	
3. Mayor's Permit			Office of the Mayor/ Municipal Treasury Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Clients Log Book	1. Give the log book to the client at the Office of the Municipal Agriculturist	None	1 Minute	Agricultural Technicians
2. Present the Livestock Handlers Permit from BAI for verification and other documents	2. Verify Livestock Handlers Permit and other documents	None	1 Minute	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
3. Present Animal for inspection	3. Inspect the Animal	None	10 Minutes	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
TOTAL		NONE	12 minutes	

8. Issuance of Animal Health Certificate for Slaughter

To ensure that all animals that are being slaughtered are fit for human consumption:

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All livestock handler			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Certification or Certificate of Ownership			Barangay	
2. Butcher's License			Municipal Treasury Office	
3. Mayor's Permit			Office of the Mayor/ Municipal Treasury Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Log Book	1. Give the log book to the client at the Office of the Municipal Agriculturist	None	1 Minute	Agricultural Technicians
2. Present permits and licenses for verification	2. Verify permits and license	None	1 Minute	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
3. Present Animal for inspection	3. Inspection of Animal	None	5 Minutes	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
	3.1. Quarantine the Animal		24 Hours	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
4. Payment of Slaughter Fee	4. Check Official Receipt for payment of Slaughter fee	None	1 Minute	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist

5. Receive Animal Health Certificate	5. Issuance of Animal Health Certificate	None	3 Minute	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
TOTAL		NONE	24 hours & 11 minutes	

9. Availment of Farm Tractor Services

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter (2 original)			Farmers / Clients	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Log Book	1. Give the log book to the client at the Office of the Municipal Agriculturist	None	1 Minute	Agricultural Technicians Office of the Mun. Agriculturist
2. Submit a Request Letter	2. Receive Request Letter	None	1 Minute	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
3. Personal appearance for interview	3. Interview the Farmer	None	1 Minute	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
4. Pay the Tractor Fee at the Municipal Treasury Office	4. Receive payment and issue Official Receipt to client	Php 1,500.00 / hectare	3 Minutes	Revenue Collection Clerks Municipal Treasury Office
	4.1 Verify Receipt of payment	None	1 Minute	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist

	4.2. Scheduling of Plowing/Cultivation	None	1-2 Days	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
TOTAL		Php 1,500.00 / hectare	2 days and 4 minutes	

10. Provision of Technical Assistance/Services to Farmers on Crops (Rice, Corn, High Value Crops), Livestock and Fisheries

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter (2 original)			Farmers / Clients	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client's Logbook	1. Give the logbook to the client at the Office of the Municipal Agriculturist	None	1 Minute	Agricultural Technicians
2. Submit a Request Letter	2. Receive Request Letter	None	1 Minute	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
3. Personal appearance for interview	3. Interview the Farmer	None	1 Minute	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
4. Wait for schedule	4. Scheduling of Field Visitation and Conduct of Technical Assistance	None	1-2 Days	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
5. Personal appearance of Farmers	5. Provide Technical Assistance	None	1 Day	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist

TOTAL	NONE	3 days and 3 minutes	
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11. Issuance of Auxiliary Invoice

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Fish Traders transporting fish outside the Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NONE			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client's Logbook	1. Give the logbook to the client at the Office of the Municipal Agriculturist	None	1 Minute	Agricultural Technicians
2. Present Aquatic Products for Inspection and Weighing	2. Inspect Aquatic Product	None	1 Minute	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
3. Pay the Required Fees	3. Assess the Required Fees	None	1 Minute	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
4. Present Receipt	4. Verify Receipt	None	1 Minute	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist

5. Receive Auxiliary Invoice	5. Accomplishment and Issuance of Auxiliary Invoice	None	2 Minutes	Jose Marie G. Monteclaro, DVM. Office of the Mun. Agriculturist
TOTAL		NONE	6 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 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>

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.

The Office Head will then formulate a response to the client which will be sent to the client through email, phone calls, or personal delivery to the client's house the next working day.

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



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>