



CITIZEN'S CHARTER

HANDBOOK

2023 (1ST EDITION)

MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

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. JUSTIN KERBY S. BERNARDO	SK Federation President	0927-306-2605



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	mswdo_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	jtbernardo22@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	mtopalanan@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	amgpalanan@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

**MUNICIPAL DISASTER RISK REDUCTION
AND MANAGEMENT OFFICE**



LIST OF SERVICES

OFFICE OF THE MUNICIPAL DRRMO

EXTERNAL SERVICES OFFERED

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2. Request for Simulation Exercises and Drills	9-10
3. Request for Emergency Response Team	10-11
• Feedback Mechanism	12-13
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External Services – Office of the Municipal Disaster Risk Reduction and Management Officer

1. Disaster Preparedness Lecture

Request for personnel to discuss disaster preparedness and other DRRM topics during trainings and symposium.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Agencies and organizations (i.e. Schools, Barangays)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to Mayor thru LDDRMO		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client's Log book at information desk at MDRRM Office.	1. Give the log book to the client at the MDRRMO	None	6 minutes	MDRRMO STAFF
	1.1 Conduct interview and gathering information			
2. Submit Request letter addressed to the Municipal Mayor, thru the LDRRMO	2. Receive request letter and check availability of schedule.	None	10 minutes	Glenn B. Cabaldo, Municipal Disaster Risk Reduction and Management Officer
	2.1 Forward copy of letter to Mayor's Office and request for LCE approval.		1 day	
	2.2 If favorable weather condition and with available personnel, LCE shall approve request.			
3. Follow-up request after 1 day.	3. Inform client if request is approved or not	None	4 minutes	MDRRMO STAFF

	3.1 Set the appointment for DRRM lecture.			
	3.2 MDRRMO personnel will prepare lecture materials		3 hours	
4. Wait for the Lecturer on scheduled date.	4. Conduct/ provide lecture on Disaster Preparedness and other related topics	None	1 hour (may vary depending on lecture topic)	Glenn B. Cabaldo Municipal Disaster Risk Reduction and Management Officer
TOTAL		NONE	1 day, 4 hours & 20 minutes	

2. Request for Simulation Exercises and Drills

Request for a lecture, facilitator and umpires/observers during a simulation exercises or drill.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G-Government to Government			
Who may avail:	All Agency/Schools			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter addressed to Mayor thru LDRRMO			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client's Log Book at the information desk at the MDRRM Office.	1. Give the log book to the client at the MDRRM Office	None	1 minute	MDRRMO STAFF

2. Submit request letter to the Municipal Mayor thru LDRRMO	2. Receive request letter and check availability of schedule.	None	10 minutes	MDRRMO STAFF
	2.1 Forward copy of letter to Mayor's Office and request for LCE approval.		1 day	
	2.2 If favorable weather condition and with available personnel , LCE shall approve request.			
3. Follow-up request after 1 day.	3. Inform client if request is approved or not	None	4 minutes	Glenn B. Cabaldo <i>or</i> MDRRMO STAFF
	3.1 Set the appointment for DRRM lecture.			
4. Wait for the MDRRM Personnel on scheduled date.	4. Facilitate conduct of simulation exercises/ drill	None	2 hours	Glenn B. Cabaldo MDRRMO <i>or</i> Johnbert P. Neri LDRRM Assistant
	4.1 Debrief participants on performance			
TOTAL		NONE	1 day, 2 hours & 15 minutes	

3. Request for Emergency Response Team

Request for emergency response teams or rescuers during emergencies and disasters

Office or Division: Municipal Disaster Risk Reduction and Management Office

Classification: Simple

Type of Transaction: G2C – Government to Citizen; G2G-Government to Government

Who may avail: All Agency/Barangays

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Relevant of information regarding emergency: <ul style="list-style-type: none"> ✚ Medical Emergency <ul style="list-style-type: none"> o Name of caller o Name of patient (if known) o Sign & symptoms currently being experienced o Past medical history (if known) ✚ Vehicular Accident <ul style="list-style-type: none"> o Name of the Caller o Name of patient (if known) o Site of Incident o Type and number of vehicles involved; o Number of Injured ✚ Nearly drowning incident <ul style="list-style-type: none"> o Name of the caller o Site of the incident o Number of injured 	Caller

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call MDRRM Hotline/ request personally in the MDRRM Office and provide relevant details regarding the emergency.	1. Receive call / Request	NONE	2-10 minutes	MDRRMO Staff/ Dispatcher
	1.1. Conduct interview and information gathering			
	1.2. Record all information or details from the caller.			
	1.3 Organize and ready rescue team			
2. Wait for Response Team on your location of the incident.	2. Preparation of rescue vehicle and paraphernalia needed	NONE	30 minutes	MDRRMO Staff/Dispatcher
	2.1 Rescuer proceed to location or site of the incident.			
TOTAL		NONE	12- 40 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



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CIVIL SERVICE COMMISSION
Republic of the Philippines



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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>