



CITIZEN'S CHARTER

HANDBOOK

2024 (1ST EDITION)

OFFICE OF THE MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES

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



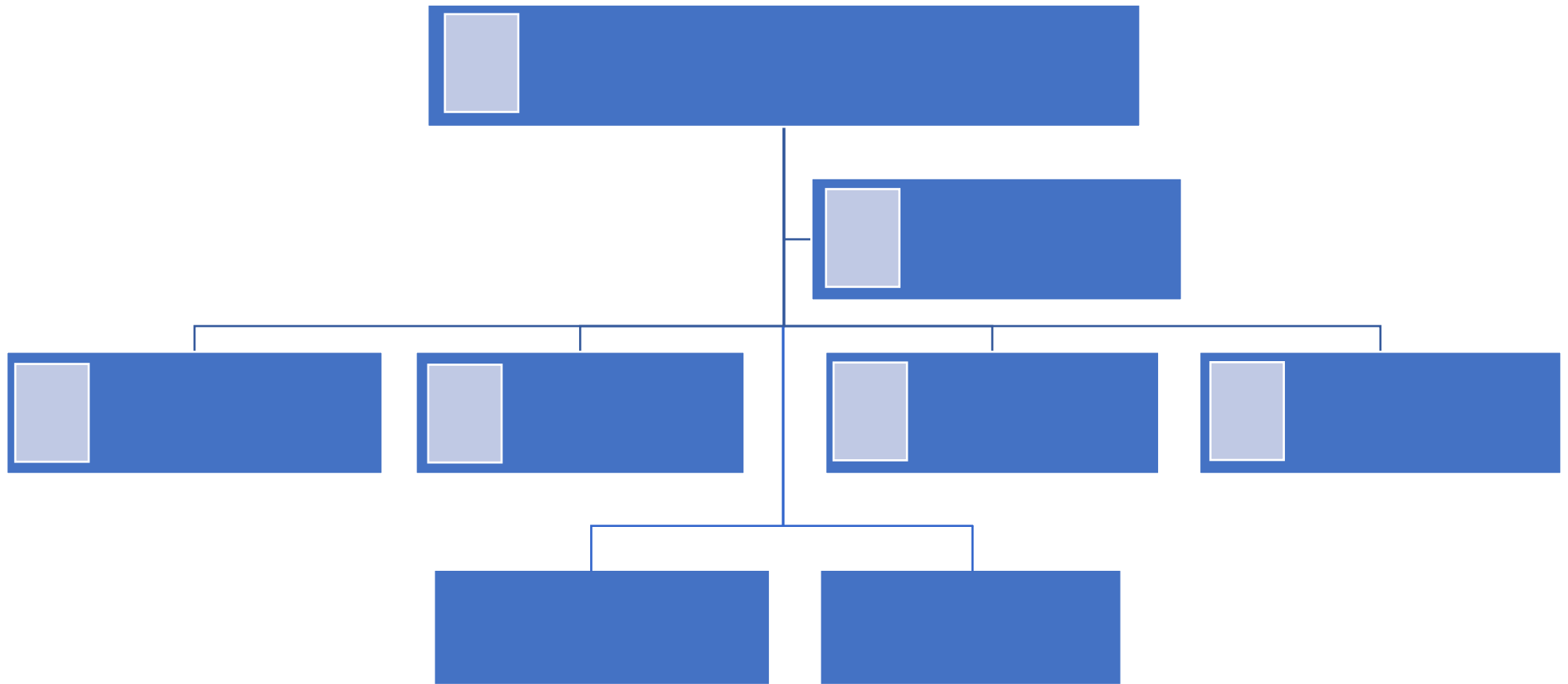
Directory of Municipal Officials and Officers

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	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	mtopalanam@gmail.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. PRECIOUS GAE B. OCHOA	Licensing Officer I/ BPLO Designee	0917-169-9829	bplopalanan2023@yahoo.com
MS. NELIA A. PLATA	Secretary to the Sanggunian	0917-885-5415	lgupalananisabela1901@yahoo.com



OFFICE OF THE MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES





LIST OF SERVICES

OFFICE OF THE MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES

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External Services – Office of the Municipal Environment and Natural Resources

1. Issuance of ESWM Clearance

This will serve as a proof that the owner/manager has undergone orientation on ESWM conducted by the MENRO.

Office or Division:	Municipal Environment and Natural Resources Office (MENRO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Commercial, industrial, Institutional, business establishment and agricultural business within 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 Log Book	1. Give the Logbook to the client	None	5 minutes	Gina Salazar JO - Admin Aide
2. Present official receipt of payment from municipal treasurer's office	2. MENRO/ MENRO Staff will prepare the ESWM certificate after the client has been oriented about Ecological Solid Waste Management.	None	7-10 minutes	Alberto M. Gonzales SEMS / OIC-MENRO
3. Receive the issued clearance	3. MENRO will sign the ESWM Certificate.	None	2 minutes	Alberto M. Gonzales SEMS /OIC-MENRO
TOTAL		NONE	17 minutes	

2. Solid Waste Collection and Transport

To ensure timely collection and transport of solid waste in the collection area and to the destination.

Office or Division:	Municipal Environment and Natural Resources Office (MENRO)			
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	
Note: Only segregated waste shall be collected in the Barangay Central Materials Recovery Facility (MRF)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waste segregators in barangay within the collection area shall segregate their waste properly.	1.1 Only segregated waste and only types of waste that are scheduled for collection on a particular day and time shall be collected.	None	As scheduled	Driver / ESWM collection Team
	1.2. Supervise the day-to-day solid waste collection activities and submit report.	None	As scheduled	Reynaldo M. Sagundi and Glen S. Cabaldo
2. School's MRF shall be maintained by the In-charge personnel with proper segregation at all times.	2. Only segregated waste and only types of waste that are scheduled for collection on a particular day and time shall be collected.	None	As scheduled	Driver / ESWM collection Team
TOTAL		NONE	As scheduled	

3. MRF Operation and Management

To implement proper waste segregation in accordance with Sec. 32-33 of RA 9003

Office or Division:	Municipal Environment and Natural Resources Office (MENRO)			
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	
Visible Barangay MRF or purok MRF				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Waste generators shall follow the proper segregation of solid waste.	1.1. The waste brought in MRF shall be composted and recycled.	None	8 AM-5 PM	Jojo C. Villas and company JO - Admin Aide
	1.2. Supervise the day-to-day operation of the MRF.	None	8 AM-5 PM	Glen S. Cabaldo and Reynald M. Sagundi
TOTAL		NONE	16 hours	

4. Complaints on Solid Waste Management

This serves as a monitoring tool on solid waste management and to take urgent action to any complaints to maintain proper implementation of RA 9003 or known as the Ecological Solid Waste Management Act of 2000.

Office or Division:	Municipal Environment and Natural Resources Office (MENRO)
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. Complaint (2 original)			Complaining individual or group	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client's Log Book	1. Give the logbook to the client at the Office of the Municipal Environment and Natural Resources Officer.	None	2 minute	Gina Salazar JO - Admin Aide
2. Submission of complaint letter	2.1. Interview	None	5-20 minutes	Nestor B. Almonte T.A. for Environment
	2.2. Providing appropriate action.	None	1-2 days	Alberto M. Gonzales SEMS/OIC-MENRO
TOTAL		NONE	1-2 days & 22 minutes	

5. Issuance of Citation Ticket or Demand Letter

To implement existing municipal Ordinances on Ecological Solid Waste Management in accordance with provisions of RA 9003 to maintain the cleanliness and orderliness of the municipality to ensure the protection of the environment and public health.

Office or Division:	Municipal Environment and Natural Resources Office (MENRO)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen, G2G Government to Government	
Who may avail:	All Citizen	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Presence of Violator/s		N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client's Log Book	1. Give the log book to the client at the Office of the MENRO	None	2 minute	Gina Salazar JO - Admin Aide
2, Report of violation	2.1. Interview or investigate	None	5 minutes	Alberto M. Gonzales SEMS/OIC-MENRO
	2.2. Outright issuance or delivery of citation ticket or demand letter	None	5-50 minutes	Deputized Law Enforcers and Alberto M. Gonzales SEMS/OIC-MENRO
TOTAL		NONE	57 minutes	

6. Provision of Planting Materials for Fruit Bearing and Forest Trees Seedlings

This is support to the greening program to fight climate change and watershed management.

Office or Division:	Municipal Environment and Natural Resources (MENRO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Barangays and Schools			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter			Clients from Barangays or Schools	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client's Log Book	1. Give the log book to the client at the Office of the MENRO	None	2 minutes	Gina Salazar JO - Admin Aide
2. Submission of Request letter	2. Received request letter	None	2 minutes	Gina Salazar JO - Admin Aide
3. Wait approval / disapproval or request	3. Approval or disapproval of the request	None	3 minutes	Alberto M. Gonzales SEMS/OIC-MENRO

4. If approved, receive / claim requested seedlings	4.If approved, provision of seedlings to client	None	15-30 minutes	Conrado Cortez JO - Admin Aide
TOTAL		NONE	37 minutes	

7. Provision of Recyclable Materials

This is to maximize the utilization of accumulated recyclables at the municipal MRF.

Office or Division:	Municipal Environment and Natural Resources (MENRO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G-Government to Government			
Who may avail:	All Barangays and Schools			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter			Clients from Barangays or Schools	
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 MENRO	None	2 Minutes	Gina Salazar JO - Admin Aide
2. Receive requested recyclable materials	2. Provision of available recyclables requested	None	10-30 Minutes	Marieta U. Alvarez JO - Admin Aide
TOTAL		NONE	32 minutes	

8. Provision of Compost Soil / Soil Conditioner

To encourage community residents to use organic fertilizer out of biodegradable waste.

Office or Division:	Municipal Environment and Natural Resources (MENRO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Barangays and Schools			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter			Clients from Barangays / Schools	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client's Log Book	1. Give the log book to the client at the Office of the MENRO	None	2 Minute	Jojo C. Villas JO - Admin Aide
2. Receive compost soil / soil conditioner	2. Provision of compost soil/soil conditioner, if ever available	None	15-30 Minutes	Jojo C. Villas JO - Admin Aide
TOTAL		NONE	32 minutes	

9. Provision of Technical Assistance/Services to Barangays and Schools on Waste Segregation and Composting

Office or Division:	Municipal Environment and Natural Resources (MENRO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2G - Government to Government
Who may avail:	All Barangays and Schools

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter (2 original)			Barangays / Schools	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client's Log Book	1. Give the logbook to the client at the Office of the MENRO	None	2 Minute	Gina Salazar JO Admin Aide
2. Submit Request Letter	2. Receive Request Letter	None	1 Minute	Gina Salazar JO Admin Aide
3. Personal appearance for interview	3. Interview the Client	None	5 Minutes	Alberto M. Gonzales SEMS/OIC-MENRO
4. Wait for schedule	4. Scheduling of Field Visitation and Conduct of Technical Assistance	None	1-2 Days	Alberto M. Gonzales SEMS/OIC-MENRO
5. Personal appearance of Barangay residents or School	5. Provide Technical Assistance	None	1 Day	Alberto M. Gonzales SEMS/OIC-MENRO
TOTAL		NONE	3 days and 8 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>