



CITIZEN'S CHARTER

HANDBOOK

2024 (1ST EDITION)

OFFICE OF THE MUNICIPAL ENGINEER/BUILDING OFFICIAL

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 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



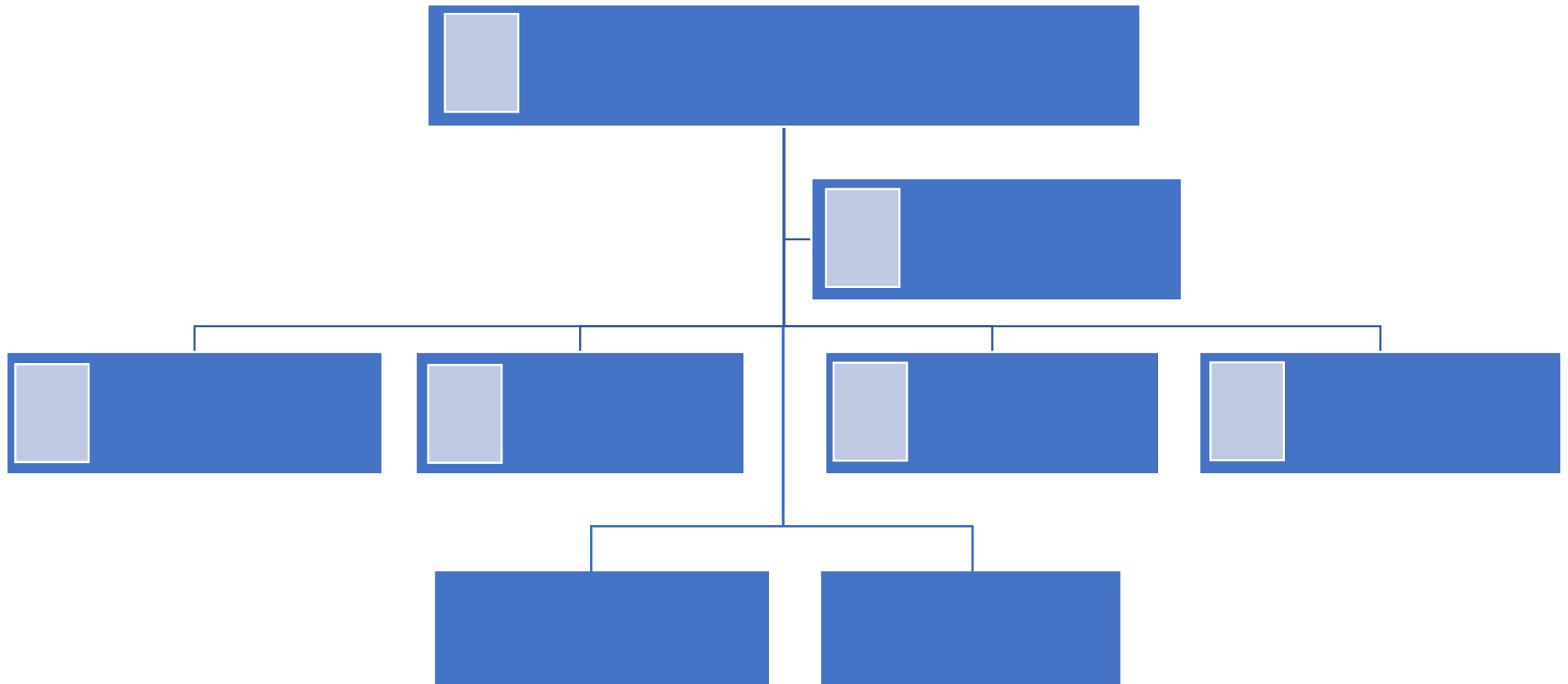
Directory of Municipal Officials and Officers

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	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	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@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	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 MUNICIPAL ENGINEER/BUILDING OFFICIAL





LIST OF SERVICES

OFFICE OF THE MUNICIPAL ENGINEER/BUILDING OFFICIAL

EXTERNAL SERVICES OFFERED

- | | |
|---|-------|
| 1. Issuance of Building Permit | 8-12 |
| 2. Issuance of Certificate of Occupancy | 12-16 |
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External Services – Office of the Municipal Engineer/ Building Official

1. Issuance of Building Permit

A Building Permit is a document issued by the Building Official to an owner/ applicant to proceed with the construction, Installation, addition, alteration, renovation, convention, repair, demolition, or other work activity of a specific projects/ building/structure after the accompanying principal plans and specifications.

Office or Division:	Municipal Engineering Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. 01) Unified Application form for Building Permit (Notarized)	Office of The Building Official/Municipal Engineering Office
II. If the applicant is the registered owner of the lot:	
a. Certified true copy Original Certificate of Title (OCT) /Transfer Certificate of Title (TCT), on file with Registry of Deeds	Registry of Deeds/ Owners Original Copy of Title
b. Tax Declaration (1-Certified true copy)	Office of the Municipal Assessor
c. Current Real Property Tax Receipt (1-Certified true copy)	Office of the Municipal Treasurer
III. If the applicant is not the owner of the lot:	
a. Notarized copy of the Contract of Lease (1 original, 1 photocopy) or	Lot/Landowner
b. Deed of Absolute Sale (1 original & 1 photocopy)	Lot/Landowner
IV. Five sets of survey plans, design plans, specifications (signed and sealed over printed	a). Geodetic Engineer, in case of lot survey plans; b). Architect in case of architectural documents; in case of architectural interior /interior design documents, either architect or interior designer may sign; c). Civil Engineer, in

names of the duly licensed and registered professionals)	case of civil/structural documents; d), Professional Electrical Engineer, in case of electrical documents; e). Professional Mechanical Engineer, in case of Mechanical documents; f). Sanitary Engineer, in case of sanitary documents; g). Master Plumber, in case of plumbing documents; h). Electronics Engineer, in case of electronic documents.
V. Five sets – Original Architectural Documents (Signed and Sealed)	
<ul style="list-style-type: none"> a. Architectural Plans/Drawings b. Architectural Interiors/Interior Design (Include Bill of Materials & Cost Estimates) c. Plans & specific locations of all accessibility facilities d. Detailed design of all accessibility facilities e. Fire safety Documents 	Architect in case of architectural documents; in case of architectural interior /interior design documents, either architect or interior designer may sign
VI. Five sets Civil/Structural Documents (Signed and Sealed) <ul style="list-style-type: none"> a. Site Development Plan b. Structural Plans (Foundation plan/details; floor/Roof framing plans/details; details & schedule of structural & civil works elements). c. Structural Analysis & Design (for 2-storey) d. Boring and Load Test (for 3-storeys and higher) e. Seismic Analysis 	Licensed Civil Engineer
VII. Five sets Electrical Documents (Electrical plans and specifications)	Professional Electrical Engineer
VIII. Five sets Mechanical Documents (Mechanical plans and specifications)	Professional Mechanical Engineer
IX. Five sets Sanitary Documents	Sanitary Engineer
X. Five sets Plumbing Documents	Master Plumber
XI. Five sets Electronics Documents	Electronics Engineer
XII. Five sets Geodetic Documents	Geodetic Engineer

XIII. Clearances from Other Agencies			
a. Locational Clearance (1 original)	Municipal Planning and Development Office		
<p>b. Whenever necessary, written clearances shall be obtain from the various authorities exercising and enforcing regulatory functions affecting building structures. Applications for said clearances shall be requested by the owner/applicant and failure to receive reply within seven (7) days from receipt of the application for building permit shall be sufficient not to cause further delay in processing the building permit application by the Building Official. (1-original)</p>	i. Department of Public Works And Highways (DPWH)	viii. Department of Interior and Local Government (DILG)	xv. National Water Resources Board (NWRB)
	ii. Air Transportation Office (ATO)	ix. Philippine Ports Authority (PPA)	xvi. Department of Agrarian Reform (DAR)
	iii. Housing and Land Use Regulatory Board (HLURB)	x. Department of Education (DepEd)	xvii. Department of Agriculture (DA)
	iv. Local Government Unit (LGU)	xi. Department of health (DOH)	xviii. Department of Labor and Employment (DOLE)
	v. Department of Tourism (DOT)	xii. Philippine Institute of Volcanology and Zeismology (PHIVOCS)	xix. Natioanal Housing Authority (NHA)
	vi. Department of Environment and Natural Resources Resources (DENR)	xiii. Laguna Lake Development Authority (LLDA)	xx. National Council for the Welfare of Disabled Persons (NCWDP)
	vii. Department of Transportation and Communication (DOTC)	xiv. Manila Waterworks and Sewerage System (MWSS)	
XIV. PRC and PTR of Professionals (1 Photocopy)			
XV. Community Tax Receipt (1 Photocopy)			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Application for building permit and any ancillary/ accessory permits	1.1 Issuance of unified application form for building permit and other applicable permit forms. 1.2 Issuance of list of requirements	None	4 Minutes	Elsie Chavez Victor Palazon Randy Cauilan Office of the Building Official/ Municipal Engineering Office
2 . Application of Building Permit together with the accomplished necessary requirements.	2.1 Receiving, recording and review of the required documents.	None	14 Minutes	Elsie C. Chavez Victor R. Palazon, Jr. Randy A. Cauilan Office of the Building Official/ Municipal Engineering
	2.2 Evaluation of Plans: A. Architectural Plans B. Civil/Structural Plans C. Sanitary/Plumbing Plans D. Electrical Plans E. Mechanical Plans F. Fire Safety and Control Plans (Approved by BFP) G. Electronics	None	3 Hours	Engr. Melvin D. Cauilan Engr. Randy A. Cauilan Office of the Building Official/ Municipal Engineering Office Office of the Municipal Fire Marshall
	2.3 Assessment of fees and issuance of Order of Payment. Bases of assessment of fees/charges:	Building Permit and other Ancillary Permit fees based on National Building Code of the Philippines and Department of Public Works and Highways	10 minutes	Elsie C. Chavez Engr. Melvin D. Cauilan Engr. Randy A. Cauilan Office of the Building

	a. Character of occupancy or use of building structure b. Cost of construction c. Floor area d. Height	Memorandum Circular No. 1 Series of 2004 Item Nos. 1-7		Official/ Municipal Engineering Office
3. Pay the required amount as per the computed/ assessed value	3.1 Receiving of payment and issuance of official receipt	Refer to the order of payment issued by the Office of the Building Official (OBO)	5 minutes	Office of the Municipal Treasurer
4. Submit the Official Receipt (1-photocopy) from the Office of the Municipal Treasurer to the Office of the Building Official	4.1 Receiving and recording of receipt number to the Office of the Building official Database. Approval of Building Permit and issuance.	None	5 minutes	Elsie C. Chavez Engr. Melvin D. Cauilan Engr. Randy A. Cauilan Office of the Building Official/ Municipal Engineering Office
TOTAL		Based on assessment depending on character of occupancy or use of building/structure/cost of construction, floor area and height.	3 hours & 38 minutes	

2. Issuance of Certificate of Occupancy

An Occupancy Permit is a document issued by Department of Building Official that serves as a proof that the structure built completed all the building work and suitable for occupation.

Office or Division:	Municipal Engineering Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Approved Building Permit (1 photocopy)		Lot/building owners original copy		
2. As-Built Plans-Signed by Licensed Professionals (1 original and 1 photocopy)		Provided by Building owner		
3. Certificate of Final Inspection		Office of the Building Official/ Municipal Engineering Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The owner/permittee shall submit to the OBO an application of Certificate of Occupancy together with a duly notarized Certificate of Completion together with the construction log book, as-built plans and specifications and the Building Inspection Sheet all signed by whoever is the contractor and signed and sealed by Owner's duly licensed architect or Civil Engineer.	1.1 As-Built Plans evaluation with the originally submitted Plans and Specifications on file with the OBO which are the basis of the issuance of the original building permit.	None	7 minutes	Elsie C. Chavez Engr. Melvin D. Cauilan Engr. Randy D. Cauilan Office of the Building Official/ Municipal Engineering Office

	<p>1.2 A notification to conduct final inspection shall be endorsed by the OBO to the C/MFM, BFP, who shall issue a Fire Safety Inspection Certificate within (5) working days if the Fire Safety requirement shall have been complied. If, after the prescribed period no action is taken by the C/MFM, BFP the OBO may issue the Certificate of Occupancy with the condition that the Fire Safety Requirements shall be complied with, within the prescribed period set forth in the Fire Code of the Philippines (PD1185).</p>	None	1 day	City/Municipal Fire Marshall (C/MFM) BFP
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	1.3 The OBO undertakes the final inspection, verification and or review of the building structure base on the Certificate of Completion, construction logbook, building inspection sheets, original and as-built plans and specifications.		(May extend 1 to 2 days depending on the evaluation as-built plans and final inspection evaluation assessment)	Engr. Melvin D. Cauilan Engr. Randy A. Cauilan Office of the Building Official/ Municipal Engineering Office
	1.4 Preparation of the corresponding fees and order of payment. The Building Official then issues the Certificate of Occupancy in the form prescribed therfor after all fees are paid.		10 minutes	Elsie C. Chavez Engr. Melvin D. Cauilan Engr. Randy A. Cauilan Office of the Building Official/ Municipal Engineering Office
2. Pay the required amount as per the computed/ assessed value	2.1 Receiving of payment and issuance of official receipt	Refer to the order of payment issued by the Office of the Building Official (OBO).	5 minutes	Office of the Municipal Treasurer

3. Submit the Official Receipt (1-photocopy) from the Office of the Municipal Treasurer to the Office of the Buidling Official.	3.1 Recording and Issuance of Certification of Occupancy	None	5 minutes	Elsie C. Chavez Engr. Melvin D. Cauilan Engr. Randy A. Cauilan Office of the Building Official/ Municipal Engineering Office
TOTAL		Based on assessment depending on character of occupancy or use of building/structure/cost of construction, floor area and height.	1 day & 27 minutes (may extend to additional 1-2 days depending on the evaluation as-built plans and final inspection evaluation assessment.)	



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**

PAALALA
SA LAHAT

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>