

CITIZEN'S CHARTER

2021

I. Mandate:

The MPDC shall take charge in coordinating the development planning and policy formulation process of the municipal government in order to achieve the objectives of attaining sustainable economic growth.

II. Vision:

The MPDC envision itself as an ever active contributor and facilitator in the overall and infinite development, growth and progress of the municipality; and ensure that the development plans and investment programs are aligned with the municipality's vision consistent with the provincial, regional and national development framework and thrusts.

III. Mission:

To adhere to the technology of participation and consultation while enforcing prescribed guidelines in the formulation and approval of development plans and investment programs, as well as to continuously enhance the individual and organizational capacity and skill towards efficient performance, and in the pursuit of developmental advancement and general welfare.

IV. Service Pledge:

To instill transparency in the implementation of development programs, projects, activities through monitoring and objective evaluation.

OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR

Service Category

INTERNAL SERVICES

- Formulate and monitor the implementation of various plans of the municipality
- Prepare annual accomplishment report
- Generate accurate and timely statistics and information relevant to the municipality
- Issue municipal development council endorsement
- Acts on zoning complaints
- Provision of technical assistance in the preparation of project proposals and training designs
- Submit reports to government line agencies

EXTERNAL SERVICES

- Issuance of Municipal Statistical Data/Information
- Issuance of Locational Clearance for Building Construction
- Issuance of Zoning Clearance for Business Permit
- Issuance of Land Use Certification
- Issuance of Preliminary Approval/Locational Clearance and Development Permit for PD 957 & BP 220 Residential Subdivisions, Farmlot, Industrial, Memorial Parks & Cemetery Projects
- Issuance of Municipal Development Council Endorsement
- Provision of technical assistance in the preparation of project proposals and training designs
- Facilitate accreditation of CSOs

MPDC-001 ISSUANCE OF MUNICIPAL STATISTICAL DATA DOCUMENTS

Service Category

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|--|--|--|---|--|
| Office or Division: | | Office of the Municipal Planning and Development Coordinator | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government to Citizens | | |
| Who may avail: | | Researchers/students | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter of request | | Agency/school/researchers | | |
| Valid identification card | | Researchers/students | | |
| Flash drive (large files)/e-mail address | | Researchers/students | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| PRESENT letter of request stating the purpose or intent of the research | RECEIVE request letter and VERIFY the availability of data | See schedule of fees (Revenue Code) | 3 minutes | Arlene Catbagan Adam Tomin |
| PROVIDE own data storage device such as CD or USB disk | PROVIDE the information/ data being requested | | 20 minutes | Jaana Abenes Jecca Pimentel Adam Tomin |
| LEAVE a valid ID card if documents are to be photocopied | LOG IN the record book before giving the document | | Borrowed documents must be returned before 5 pm | Arlene Catbagan Adam Tomin |
| Sign the logbook and RETURN the borrowed documents; retrieve ID card | RECEIVE the returned documents; sign the record | | 5 minutes | Arlene Catbagan Adam Tomin |

MPDC-002 ISSUANCE OF LOCATIONAL CLEARANCE FOR BUILDING CONSTRUCTION

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| Office or Division: | Office of the Municipal Planning and Development Coordinator/Zoning Section | |
| Classification: | Highly Technical | |
| Type of Transaction: | Government to Citizens | |
| Who may avail: | Enterprise and private persons | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Duly accomplished and notarized Application Form | Zoning Section-MPDC Office | |
| Any of the following requirements relative to Right over Land: <ul style="list-style-type: none"> ➤ Photocopy of the Certificate of Title in case registered in the name of applicant ➤ In the absence of any existing Certificate of Title in the name of the applicant, submit: <ul style="list-style-type: none"> ▪ Certified true copy of the latest Tax Declaration ▪ Pro-forma affidavit • In case the property is not registered in the name of the applicant, submit duly notarized deed of sale or deed of donation, or contract of lease or authorization to use land, whichever is applicable plus the photocopy of the owner's certificate of title or authorization to use land, in the absence of title, the tax declaration and pro-forma affidavit | Register of Deeds Assessor's Office Zoning Section-MPDC Office Legal Office/Notary Public | |
| Updated Certificate of Real Property Tax Payment | Treasury Office/owner's copy | |
| Vicinity map | Project Engineer/Architect | |
| Site development plan | Project Engineer/Architect | |
| Bill of materials | Project Engineer/Architect | |
| Environmental Compliance Certificate or CNC if applicable | DENR | |
| Conversion Clearance or CNC if applicable | DAR | |
| Note: additional requirements may be required after inspection and evaluation of documents. All documents should not be more than 3 months old upon filing. | | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-------------------------------------|---|---|
| SECURE Application Form and List of Requirements | ISSUE Application Form and List of Requirements | See schedule of fees (Revenue Code) | 1 minute | Leo Cabanban Gilbert Domingo Engr. Meneleo de la Cruz |
| <p>SUBMIT Duly Accomplished and Notarized Application Form with Complete Documents/Requirements</p> <p>Accompany evaluation team for site inspection</p> | <p>RECEIVE and EVALUATE Application Form and requirements</p> <p>CONDUCT site inspection with the applicant or authorized representative</p> <p>PREPARE results of inspection with proper recommendation</p> <p>with violation: Issue NOV</p> <p>not complied: Recommend Work Stoppage</p> <p>For Non-Conforming Use: Endorse to LZBA for appropriate action</p> | | <p>15 minutes</p> <p>2 hours (optional)</p> <p>30 minutes</p> | <p>Engr. Rainier Calica Leo Cabanban Engr. Meneleo de la Cruz</p> <p>LZBA secretariat</p> |
| <p>RECEIVE Order of Payment</p> <p>PAY the Required Fees at the Municipal Treasury Office (MRS Section)</p> | <p>PREPARE and Issue Order of Payment to client</p> <p>RECEIVE payment and ISSUE Official Receipt</p> | | <p>5 minutes</p> <p>10 minutes</p> | <p>Leo Cabanban Gilbert Domingo Engr. Meneleo de la Cruz</p> |
| PRESENT Official Receipt | PREPARE & APPROVE Locational Clearance | | 10 minutes | Engr. Rainier Calica |

MPDC-003 ISSUANCE OF ZONING CLEARANCE FOR BUSINESS PERMIT

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| Office or Division: | Office of the Municipal Planning and Development Coordinator/Zoning Section |
| Classification: | Simple |
| Type of Transaction: | Government to Business Entity |
| Who may avail: | Business enterprises/owners |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|----------------------------------|
| 1. Photo copy of locational clearance of the building of the proposed business site for new business | Business Owner |
| 2. DTI Registration | DTI |
| 3. Latest Tax Receipt | Business Owner/Treasury Office |
| 4. Proof of Ownership of the Property a. Contract of Lease if applicable b. Affidavit of Consent if applicable | Business Owner/Assessor's Office |
| 5. Payment of Zoning Clearance Fee | Treasury Office |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-------------------------------------|------------------------|---|
| Present duly accomplished Business Permit Application Form | Receive business permit application form | See schedule of fees (Revenue Code) | 5 minutes | Engr. Rainier Calica Leo Cabanban Gilbert Domingo |
| | Conduct site inspection (for new business) | | 1 hour | |
| | Prepare order of payment | | 3 minutes | |
| Pay corresponding fees | Prepare & Approve zoning clearance | | 5 minutes | Engr. Rainier Calica |
| Claim zoning clearance | Issue zoning clearance | | 1 minute | Leo Cabanban Gilbert Domingo |

MPDC-004 ISSUANCE OF LAND USE CERTIFICATION

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|---|--|---|-------------------------|---|
| Office or Division: | Office of the Municipal Planning and Development Coordinator/Zoning Section | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Government to Citizens | | | |
| Who may avail: | Property owners | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter request | | Property Owner | | |
| 2. Proof of Land Ownership | | Municipal Assessor's Office/ Property Owner | | |
| 3. Latest Tax Receipt | | Municipal Assessor's Office/ Property Owner | | |
| 4. Lot Plan having a radius of 500 m | | Licensed Geodetic Engineer | | |
| 5. Payment of Certification Fee | | Treasury Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| SUBMIT Letter Request for Zoning Certification and Secure List of Requirements | RECEIVE Letter Request, review attachments CONDUCT site inspection with the client PREPARE inspection report thereafter | See schedule of fees (Revenue Code) | 3 minutes 1 hour | Engr. Rainier Calica Gilbert Domingo Leo Cabanban |
| RECEIVE Order of Payment and PAY corresponding fees | PREPARE Order of Payment | | 5 minutes | Gilbert Domingo Leo Cabanban |
| PRESENT Official Receipt | PREPARE and APPROVE Land Use Certification | | 5 minutes | Engr. Rainier Calica |
| CLAIM Land Use Certification | RECORD and ISSUE Land Use Certification | | 1 minute | Gilbert Domingo Leo Cabanban |

MPDC-005 ISSUANCE OF PRELIMINARY APPROVAL and LOCATIONAL CLEARANCE AND DEVELOPMENT PERMIT FOR PD 957 & BP 220 RESIDENTIAL SUBDIVISIONS, FARMLOT, INDUSTRIAL, MEMORIAL PARKS & CEMETERY PROJECTS

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| Office or Division: | Office of the Municipal Planning and Development Coordinator/Zoning Section |
| Classification: | Highly Technical |
| Type of Transaction: | Government to Business Entity |
| Who may avail: | Property owner; Enterprises |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| I. For Preliminary Approval and Locational Clearance for Subdivision | |
| Duly accomplished PALC/DP Application Form | Zoning Section-MPDC Office |
| Zoning Certification | Zoning Section-MPDC Office |
| 4 sets of the following documents; a. Vicinity Map with a minimum of 2 kms radius b. Site Development Plan c. Lot Survey Plan duly signed by a Geodetic Engineer d. Ground and Floor Plans for Condominium/Townhouses only | Licensed Architect/Engineer/Environmental Planner |
| Certified True Copy of Land Title/s for the property/ies subject of the application | Register of Deeds |
| Certified True Copy of Tax Declaration/s for the property/ies subject of the application | Assessor's Office |
| Updated Real Property Tax Payment or Non-Tax Delinquency Certificate | Owner's copy/Treasury Office |
| Environmental Compliance Certificate for development | DENR |
| Conversion Clearance | DAR |
| Permit to cut trees if applicable | PENRO |
| Deed of Sale if applicable | Owner/Developer |
| Affidavit of Consent if applicable | Owner/Developer |
| Contract of Lease if applicable | Owner/Developer |
| Barangay Council Resolution favorably endorsing subdivision project | Barangay Concerned |
| Right to Use of Deed of Sale or Right-of-Way for access road and other Utilities if applicable | Concerned Agencies |
| Statement of Proposed Mode of Compliance to Socialized Housing Development requirement under Section 18 RA 7279 | Owner/Developer |
| II. For Integrated PALC and Development Permit of Final Approval | |
| All the above requirements for PALC | |

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| Topographic Plan | Licensed Architect/Engineer/Environmental Planner |
| For projects with vertical development, i.e. condominium/townhouses 1. Final Floor and Ground Plans 2. Elevation Plans 3. Section Plans (cross & longitudinal) 4. Building Specifications, Bill of Materials and estimates | Licensed Architect/Engineer/Environmental Planner |
| For Land Development of projects 1. Final Site Development/Subdivision Plan 2. Design (Geometric & Structural Designs) 3. Storm Drainage and Sewer System Plan 4. Site Grading Plan 5. Power Distribution Line & Details 6. Site Development Plan/Landscape Design for Parks and Playgrounds 7. Specifications, Bill of Materials & Cost Estimate | Licensed Architect/Engineer/Environmental Planner |
| Project Study indicating among others the land development cost, amortization schedule, sources of financing, marketability, cash flow and project timetable, with the following financial attachments: 1. Audited Assets and Liabilities/Income Statement 2. Income Tax Return for the last 3 years 3. Certificate of Registration with SEC 4. Articles of Incorporation of Partnership 5. Corporation By Laws and all implementing amendments | Licensed Architect/Engineer/Environmental Planner |
| Permit for operation of deep well & water resistivity test | NWRB |
| Local Power Franchise on the availability of power | LUECO/LUELCO |
| Right of Way or Road Clearance | Private Lot Owner/DPWH/Barangay |

Note: additional requirements may be required after inspection and evaluation of documents. All documents should not be more than 3 months old upon filing.

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-------------------------------|-----------------|--------------------|
| SECURE Application Form and List of Requirements | ISSUE Application Form and List of Requirements | See schedule of fees (Revenue | 1 minute | Leo Cabanban |

| | | Code) | | |
|--|--|-------|------------|--|
| SUBMIT duly accomplished Application Form with complete requirements at the Office of the Mayor | RECEIVE and EVALUATE Application Form | | 10 days | Engr. Rainier Calica |
| | CONDUCT Ocular Inspection | | 1 hour | Engr. Rainier Calica Leo Cabanban Engr. Meneleo de la Cruz |
| | PREPARE result of inspection with proper recommendations and submit to the Office of the Mayor | | | |
| | Mayor's Office transmit PA/LC/DP application and Zoning Inspection Report to the SB | | | Mayor's Office secretariat |
| | SB deliberates on the approval and denial of the said application and furnish copy of resolution to the MPDO | | | SB |
| RECEIVE Order of Payment and PAY corresponding fees at the Treasury Office | PREPARE and ISSUE Order of payment | | 5 minutes | Engr. Rainier Calica |
| PRESENT Official Receipt of payment | PREPARE PA/LC/DP and transmit to signatories Mayor, SB Committee on Land Use and Administrator signs PA/LC/DP | | 10 minutes | Engr. Rainier Calica |
| | | | | |
| CLAIM PA/LC/DP | ISSUE PA/LC/DP | | 1 minute | Leo Cabanban |

MPDC-006 ISSUANCE OF MUNICIPAL DEVELOPMENT COUNCIL ENDORSEMENT

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| Office or Division: | Office of the Municipal Planning and Development Coordinator/Zoning Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government | | | |
| Who may avail: | Organizations/Barangays | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of Request | | Organizations/Barangays | | |
| 2. SB Accreditation | | SB Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| SUBMIT Resolution for funding | RECEIVE Resolution and prepare endorsement to funding agency/ies thru MDC Resolution | No Fees | 1 hour | Jaana Abenes Jeca Pimentel |
| FOLLOW up MDC Approval | PROVIDE copy of MDC resolution | | 5 minutes | Jaana Abenes Jeca Pimentel |

MPDC-007 FACILITATE ACCREDITATION OF NGOS

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| Office or Division: | Office of the Municipal Planning and Development Coordinator | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government | | | |
| Who may avail: | Organizations/Associations | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter of Application address to Vice Mayor | | Organization/Association | | |
| Duly accomplished application form for accreditation | | Organization/Association | | |
| Board Resolution | | Organization/Association | | |
| Certificate of Registration with by laws and Articles of Incorporation | | Organization/Association | | |
| List of Current Officers and Members | | Organization/Association | | |
| Annual Accomplishment Report for the immediate preceding year | | Organization/Association | | |
| Financial Statement at the minimum | | Organization/Association | | |
| Executive Officer of the Organization | | Organization/Association | | |
| Copy of the minutes of meeting | | Organization/Association | | |
| Duly accomplished nomination form | | Organization/Association | | |
| Endorsement from Barangay Captain | | Barangay Concerned | | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|----------------------------------|---|-----------------|-----------------|-------------------------------|
| SUBMIT required documents | RECEIVE and REVIEW required documents for processing | No Fees | 10 minutes | Jaana Abenes Jeca Pimentel |
| | Complete documents are endorsed & recommended to the Municipal Council for deliberation | | | |