

MUNICIPAL GOVERNMENT OF TIWI
MUNICIPAL PLANNING AND DEVELOPMENT OFFICE



CITIZEN'S CHARTER
2020 (1st Edition)

Mandate

Formulate integrated economic, social physical and other development plans and policies for consideration of the Local Development Council; and monitor and evaluate the implementation of the different programs, activities and projects in the LGU in accordance with the approved development plan.

Vision

Effective and sustainable planning for the Municipality of Tiwi's progress and advancement.

Mission

Initiate and cause the participatory formulation, coordination and integration of effective and comprehensive development plans; analyze the income and expenditure patterns; sufficient and reliable information; conduct researches and continuing studies for project planning; monitor and implementation of programs and projects with feedback mechanism in support of the LGU vision.

Municipal Planning and Development Office
Internal and External Services

1. Incoming and Outgoing Communications

Receiving of incoming and releasing of outgoing documents

Office or Division:	MPDO			
Classification:	Simple			
Type of Transaction:	Backline service			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letters, memos, etc...		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present documents (Letters, memos, reports, etc...)	Receipt of INCOMING communications and posted in logbook	None	5 minutes	<i>Dennis Canale</i>
	Forwarded to Office Head/Assistant/OIC for appropriate action	None	5 minutes	<i>Dennis Canale</i>
	Acts on the communication or refer to concerned personnel	None	5 minutes	<i>MPDC</i>
	Communication acted upon	None	10 minutes	<i>Concerned Personnel</i>
	Receipt of OUTGOING communications and posted in logbook	None	5 minutes	<i>Dennis Canale</i>
TOTAL		None	30 minutes	

2. Assistance to Researchers

Office or Division:	MPDO			
Classification:	Simple			
Type of Transaction:	Backline service			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request		Researcher		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of letter-request Client signs on the log-book and answer the customer survey/feedback form Log-book/Feedback Mechanism	Request acknowledged & forwarded to the MPDO	None	10 min	<i>Dennis Canale</i>
	Provides data, information, maps, FS, Project Proposal re: request		1 hour	<i>Rodel Cipcon</i>
	Customer feedback/survey forms collated/evaluated		10 min	<i>Dennis Canale</i>
TOTAL		None	21 minutes	

3. Data Request/Assistance to Researchers (Socio-Economic Profile, Planning Documents, Project Proposals, Map Reproduction, other data request, interviews, etc.

Assistance to researchers/agencies/organizations on data/maps request

Office or Division:	MPDO			
Classification:	Simple			
Type of Transaction:	Backline service			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of request specifying the reason thereat		Client		
Pertinent documents that may be required				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for data and other documents	Receipt/evaluation of the documentary requirements		5 minutes	<i>Rodel Cipcon /Dennis Canale</i>
Payment of required fees (when applicable)	Assessment of fees forwarded to applicant for payment at the Municipal Treasurer's Office (when applicable)		3 minutes	<i>Rodel Cipcon/ Dennis Canale</i>
	Documents retrieved/photocopied /printed		30 minutes	<i>Rodel Cipcon/Dennis Canale</i>
	Queries answered			
	Documents received and acknowledged by researcher/s		3 minutes	<i>Rodel Cipcon/Dennis Canale</i>
TOTAL			41 minutes	

4. Assistance to Barangay Development Planning Documents

Office or Division:	MPDO			
Classification:	Simple			
Type of Transaction:	Backline service			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pro-forma Medium Term Public Investment Programs, Annual Investment Program, 20% Development Fund Program Barangay Council Resolution and Sanggunian Barangay Resolution Gender & Development Plan, Budget & Accomplishment List of Implemented Projects Profile and History Other pertinent documents that may be required		<ul style="list-style-type: none"> - MPDO - Client - Municipal Budget Office - Client - MPDO 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Barangay planning documents with support resolutions	Receipt/evaluation of the documentary requirements	None	30 minutes	<i>Dennis Canale</i>
	Documents forwarded to Office Head for review, approval and signature	None	20 minutes	<i>MPDC</i>
	Documents received and acknowledged by barangay concerned & advised to submit copy upon signature of concerned signatories	None	5 minutes	<i>Concerned Barangay</i>
TOTAL		None	55 minutes	

5. Locational Clearance for Building

Office or Division:	MPDO
Classification:	Simple
Type of Transaction:	Backline service
Who may avail:	Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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<ul style="list-style-type: none"> • Duly accomplished and notarized Application Form for Locational Clearance • One (1) set of plans (signed & sealed by the Architect/Engineers and the Owner/s/Applicant) • Latest Certified True Copy of Land Title (TCT) • Latest Certified True Copy of Tax Declaration • Latest Realty Tax Clearance • One (1) copy of the Bill of Materials/Bill of Quantities/Cost Estimate of the project (signed & sealed by the Architect/Engineer and signed by the Owner/s/Applicant) • If the property is not owned, Contract of Lease, Certification or Letter of Authorization/Consent from the property owner/s or co-owner/s, or Award Notice • If the property is transferred: Deed of Sale/ Contract to Sell/ Extrajudicial Settlement • If Applicant is represented, Authorization Letter or Special Power of Attorney (SPA) • For Corporations, Board Resolution or Secretary's Certificate for Authorized Signatory <i>(to sign building permit application documents)</i> • Official Receipt of Fee(s) 	<p>MPDO</p> <p>Client</p> <p>Registry of Deeds</p> <p>Municipal Assessor's Office</p> <p>Municipal Treasurer's Office</p> <p>Client/Owner of building</p> <p>Client</p> <p>Client</p> <p>Client</p> <p>Client</p> <p>Municipal Treasurer's Office</p>
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For Alteration, Improvement, Repair or Renovation:

- Latest Certified True Copy of Tax Declaration of the existing building/structure to be improved/repaired/alterd/renovated

Assessor's Office

- Latest Realty Tax Clearance of the building/structure to be improved/repaired/alterd/renovated

MTO

Other Requirements (If applicable)

MPDO

- Environmental Compliance Certificate (ECC)

DENR

- Affidavit of Non-Objection

Client

- Affidavit of Undertaking (on status of Lot Occupancy)

Client

- Barangay Resolution/Endorsement interposing no objection on project (if applicable)

Barangay where the activity will be situated

- Simple Subdivision Approval/ Copy of Approved Subdivision Plan

Client

- Other Pertinent Documents that may be required after evaluation

MPDO

6. Request for certifications:

(LGU endorsement) for Environmental Compliance Certificate/Certificate of Non-Coverage;
 (LGU endorsement) For quarry permit

Office or Division:	MPDO	
Classification:	Simple	
Type of Transaction:	Backline service	
Who may avail:	Clients	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ul style="list-style-type: none"> • 1 copy of request/letter of intent for land-use Certification specifying the reason thereat; • 1 Blueprint/ Copy of Lot Plan with vicinity/ location map, signed/sealed/certified by the Geodetic Engineer; • Notarized application for quarry permit • If property not owned, Contract of Lease, deed of sale, deed of assignment or authority from property owner; • Latest certified copy of Transfer Certificate of Title (TCT) or certification if no record of TCT • Latest certified tax declaration (TD) or certification if no record of TD; • Latest realty tax clearance; • Barangay resolution/clearance interposing no Objection to the to the proposed activity • Brief summary of the project (signed by the 	<p>Client</p> <p>Client</p> <p>Provincial Environment & Natural Resources Office (for quarry permit)</p> <p>Client</p> <p>Registry of Deeds</p> <p>Municipal Assessor's Office</p> <p>Municipal Treasurer's Office</p> <p>Barangay</p>	

Proponent/owner (for ECC/CNC applications only);				
• Other pertinent documents that may be required.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receipt/evaluation of the documentary requirements		10 minutes	<i>Rodel Cipcon</i>
Submit application with complete documentary requirements	Assessment of fees forwarded to applicant for payment		2 minutes	<i>Dennis Canale</i>
	Official receipt forwarded/recorded		2 minutes	<i>Dennis canale</i>
	Certification processed & forwarded to MPDC for review & signature		10 minutes	<i>MPDC</i>
	Release and acknowledge receipt of certification	None	5 minutes	<i>MPDC</i>
TOTAL		None	29 minutes	

7. Request for Certified True Copy of Locational Clearance, land Use certifications and other related documents

Office or Division:	MPDO			
Classification:	Simple			
Type of Transaction:	Backline service			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • 1 copy of request/letter of intent specifying the reason thereat; • Other pertinent documents that may be required. 		Client		
		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receipt/evaluation of the documentary requirements		10 minutes	<i>Rodel Cipcon</i>
Submit application with complete documentary requirements	Assessment of fees forwarded to applicant for payment		2 minutes	<i>Dennis Canale</i>
	Official receipt forwarded/recorded		2 minutes	<i>Dennis Canale</i>
	Record/file retrieved/verified, stamped "certified true copy," & forwarded to MPDC for review & signature		5 minutes	<i>MPDC</i>
	Released and acknowledged certified copy	None	1 minute	<i>MPDC</i>
TOTAL		None	20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Clients may send their feedbacks directly to the Municipal Planning & Development Office, San Lorenzo St. Barangay Tigbi, 2/F Municipal Hall Building, Tiwi Albay thru email address of the MPDC: mpdc_tiw@yahoo.com
How feedbacks are processed	<ol style="list-style-type: none"> 1. The MPDC immediately checks and compile feedback/complaint report, in less than 1 hour upon receipt. 2. The Concerned Office Division/Unit/employee is furnished with a copy of the feedback/complaint for evaluation/ discussion on the issue-at-hand, within the day upon receipt of the complaint/feedback. 3. The complaint is processed/resolved in less than 5 days 4. The Head of Office issues a memo or discuss with the staff on possible interventions/ strategies to avoid complaints
How to file a complaint	<p>Clients may send their complaints directly to the Municipal Planning & Development Office or the Municipal Mayor's Office, and should provide the following information:</p> <ol style="list-style-type: none"> 1. Name of the person being complained 2. Complete details of incident 3. Evidence <p>For more inquiries and follow-ups, please contact: Engr. Edmund C. Dantes Planning & Development Coordinator Cell Phone no. (63) 9089552261</p>
How complaints are processed	<ol style="list-style-type: none"> 1. Letter-reply of the Office to the complainant within 24 hours 2. Invitation to a meeting-dialogue to resolve the issue-at-hand within 5 working days upon receipt of complaint/ feedback <p>Email or SMS to the client or personal call in less than 3 days upon receipt of complaint</p>