



Republic of the Philippines
Province of Oriental Mindoro
Municipality of Puerto Galera

MUNICIPAL PLANNING AND DEVELOPMENT OFFICE **(MPDO)**

CITIZEN CHARTER

FRONTLINE SERVICES

- Issuance of Certificate of Zoning Compliance/Locational Clearance for Building Permit
- Issuance of Zoning Certificate for New Businesses
- Provision of Data/Information (Statistical and Non-Statistical)

Office Hours: Monday to Friday
8:00AM – 5:00PM (No Noon Break)

ISSUANCE OF CERTIFICATE OF ZONING COMPLIANCE/LOCATIONAL CLEARANCE FOR BUILDING PERMIT

ABOUT THE SERVICE:

Prior to the start of construction, all enterprises and private individuals constructing a new building/fencing or expansion/ renovation thereof are required to secure a Certificate of Zoning Compliance / Locational Clearance upon application for building permit to ensure compatibility and conformity of the projects with the municipality's general land use and zoning.

BASIC REQUIREMENTS:

- Certified True Copy of Title/Latest Tax Declaration
- Barangay Resolution/Clearance
- Duly Accomplished and Notarized Application Form and Affidavit
- Three (3) Complete Set of Building/Project Plans duly signed by Licensed Architect, Civil, Sanitary, and Electrical Engineers
- Lot Plan duly signed by Licensed Geodetic Engineer
- Bill of Materials and Specifications

ADDITIONAL REQUIREMENTS:

- Environmental Compliance Certificate (ECC) / Certificate of Non-Coverage, if the project is located within environmentally sensitive areas and/or environmentally critical areas
- Securities and Exchange Commission (SEC) Registration/Articles of Incorporation/By-laws
- Authorization
- Air Transportation Office (ATO) Clearance
- Health Clearance
- Sangguniang Bayan (SB) Resolution
- Notarized Written Notice/Consent/Authorization, if the project abuts adjacent property
- Others that may deem necessary

FEES:

A corresponding fee will be collected for securing a certificate of zoning compliance/location clearance depending on the type of land use development.

HOW TO AVAIL THE SERVICE:

As the client, you	Responsibilities of Person/Department Concerned	It will take	Person(s)/ Department(s) Responsible
1. Submit complete and accomplished application form and attach all the required documentary requirements.	Receive and review the requirements if complete and duly signed.	2 minutes	Arch. Marjorie M. Punay, uap <i>LDRRMO I – Detailed in MPDO</i>
	Area Site Inspection and Evaluation*	1 hour as scheduled	EnP. Monica R. Alfante, <i>MPDC</i> Mr. Paul Deyron B. Ceniza, <i>Zoning Inspector</i>
	Assessment	10 minutes	EnP. Monica R. Alfante, <i>MPDC</i>
2. Proceed to the Treasury Office and pay the prescribed fees.	Receive payment and issue Official Receipt.	5 minutes	Ms. Doris A. Visaya Ms. Sharon Ona
3. Present Official Receipt to Planning Office.	Preparation of Certificate of Zoning Compliance/ Locational Clearance	5 minutes	Ms. Ma. Elieen A. Alfante, <i>Admin Aide VI</i> Mr. Kim Noe B. Garcia, <i>Agri Tech- Detailed in MPDO</i> Ms. Lea M. Magalona, <i>CBMS Focal Person</i>
	Signing of certificate.	1 minute	EnP. Monica R. Alfante, <i>MPDC</i>
4. Receive the certificate.	Record and Release of Certificate of Zoning Compliance/ Locational Clearance	1 minute	Arch. Marjorie M. Punay, <i>LDRRMO I – Detailed in MPDO</i> Mr. William E. Manalo, Jr., <i>Mapper</i>

*Note: Time frame for site inspection depends on the distance from the Municipal Hall

ISSUANCE OF ZONING CERTIFICATE FOR NEW BUSINESSES

ABOUT THE SERVICE:

Prior to the operation of a business, owners are required to secure a Zoning Certificate from the Municipal Planning and Development Office to ensure that the business location is within the municipality's approved land use and zoning.

FEES:

An amount of Php 430.00 will be collected to the applicant upon issuance of zoning certificate.

HOW TO AVAIL THE SERVICE:

As the client, you	Responsibilities of Person/Department Concerned	It will take	Person(s)/ Department(s) Responsible
1. Submit all the required documentary requirements.	Receive and review the requirements if complete and duly signed.	2 minutes	Arch. Marjorie M. Punay, uap <i>LDRRMO I – Detailed in MPDO</i>
	Assessment	10 minutes	EnP. Monica R. Alfante, <i>MPDC</i>
2. Proceed to the Treasury Office and pay the prescribed fees.	Receive payment and issue Official Receipt.	5 minutes	Ms. Doris A. Visaya Ms. Sharon Ona
3. Present Official Receipt to Planning Office.	Preparation of Zoning Certificate.	5 minutes	Ms. Ma. Elieen A. Alfante, <i>Admin Aide VI</i> Mr. Kim Noe B. Garcia, <i>Agri Tech- Detailed in MPDO</i> Ms. Lea M. Magalona, <i>CBMS Focal Person</i>
	Signing of certificate.	1 minute	EnP. Monica R. Alfante, <i>MPDC</i>
4. Receive the certificate.	Record and Release of Zoning Certificate	1 minute	Arch. Marjorie M. Punay, <i>LDRRMO I – Detailed in MPDO</i> Mr. William E. Manalo, Jr., <i>Mapper</i>

PROVISION OF DATA/INFORMATION (STATISTICAL AND NON-STATISTICAL)

ABOUT THE SERVICE:

All data requests shall be addressed to the Mayor's Office and it is upon their approval before this office issue the following development plans.

AVAILABLE DATA FROM THIS OFFICE:

- Comprehensive Land Use Plan
- Comprehensive Development Plan
- Annual Investment Plan
- Socio-Economic Profile / Ecological Profile
- Climate and Disaster Risk Assessment
- Sectoral Maps

REQUIREMENTS:

- Letter of Request approved by the Mayor's Office
- Valid Identification Card

CCB CONTACT CENTER ng BAYAN

Your direct line to quality government service

Text
0908 881-6565

Call
1-6565*

*5.00 + VAT per call anywhere in the Philippines via PLDT landlines from 8 am to 5 pm, Monday to Friday

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What to expect from government frontline offices:

No fixing or collusion with fixers	Continuous service even during lunch break	Public Assistance and Complaints Desk managed by competent staff	Citizen's Charter posted within agency premises	Exact fees to be paid or requirements stated in the Citizen's Charter
Courteous frontline service	Presence of special lane for the elderly, pregnant women, and persons with disabilities	Issuance of Official Receipt	Responsiveness to clients	Other mechanisms for the provision of efficient services

Republic Act No. 9485 or the Anti-Red Tape Act (ARTA) of 2007 states that, "The head of office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service. (Section 7 on the Accountability of the Heads of Agencies)

For immediate action on concerns, clients are requested to provide CCB agents the following:

- name
- name of official/employee transacted with
- nature and date of encounter

Unless otherwise stated, information received will immediately be forwarded to concerned agencies for appropriate action.



WE PRIORITIZE PREGNANT WOMEN, SENIOR CITIZENS AND PERSON'S WITH DISABILITIES



The "NO NOON BREAK" policy is prescribed under **Republic Act No. 9485** or the **Anti-Red Tape Act of 2007**. Section 8 (e) of the law states that "agencies which render frontline services shall adopt appropriate working schedules to ensure that all clients who are within their premises prior to the end of official working hours are attended to and served even during lunch break." Government offices are advised to adopt an appropriate working schedule to **ensure uninterrupted public service delivery**.

NO TO

The Anti-Red Tape Act of 2007 (R.A. 9485) imposes stiff penalty on fixers: **imprisonment** not exceeding six years or a **fine** of not more than Two Hundred Thousand Pesos (P200,000.00), or both fine and imprisonment at the discretion of the court.

Report the **name of fixer**, name and **location of government office**, **date and time** of transaction to the following:

	CIVIL SERVICE COMMISSION	0917-TEXTCSC (8398272) (02) 932-0111
	OFFICE OF THE OMBUDSMAN	0926-6994703 (02) 927-4102; (02) 927-2404