



# **LGU PALOMPON** **Citizen's Charter**

Rizal Street Palompon, Leyte

The Local Government Unit with its thrust and mandate will serve you with the below listed services from Mondays to Fridays, except legal holidays from 8:00 in the morning until 5:00 in the afternoon, in all offices and sections. The men and women of the LGU are in service in accordance to its:

## **VISION**

**WE ENVISION A VIBRANT SELF-SUSTAINING AND ECOLOGICALLY BALANCED PALOMPON**

## **MISSION**

**TO ENSURE QUALITY OF LIFE FOR THE PEOPLE OF PALOMPON**

## **CORE VALUES**

**RESILIENCY  
INTEGRITY  
COOPERATION & COMMITMENT  
EMPOWERMENT**

## **STRATEGIC THEMES**

- ECONOMIC DEVELOPMENT
- SOCIAL-CULTURAL ENHANCEMENT
- ECOLOGICALL BALANCE
- TRANSFORMING OF MUNICIPAL BUREAUCRACY
- INFRA DEVELOPMENT
- REVENUE GENERATION

## **Performance Pledge**

We, the officials and employees of the Local Government Unit of Palompon pledge and commit to deliver reliable and quality public service as promised in this LGU Charter. Especially we will:

- Serve our constituents efficiently and effectively
- Devote loyal and honest public service
- Diligently be of service to all
- Religiously perform duties and responsibilities
- Meet the needs and satisfactions of our guests
- Pursue the goal of promoting Palompon as the preferred ECO-TOURISM destination
- Work collaboratively with co-workers and superiors
- Utilize available resources optimally
- Realize the 5-year development of the LGU

LGU SERVICE PROFILE		
WHAT SERVICES DO WE OFFER?	WHO ARE RESPONSIBLE?	WHO ARE THE CLIENTS?
Issuance of Marriage Certificates	Municipal Civil Registrar	All Citizens
Issuance of Birth Certificates		
Issuance of Death Certificates		
Real property tax collection	Municipal Treasurer's Office	Property owners(private), business groups
Social Services	Municipal Social Welfare & Development	Indigents and the needy
Issuance of Business Permits	Business Licensing and Franchising Section	All businessmen
Issuance of Mayor's Permit	Engineering Office, Planning Office, Environmental Office	Mining Operator / Industrial Firms
Issuance of Fencing Permit	Municipal Engineering	All Citizens
Issuance of Electrical Permit		
Medical Services	Municipal Health Office	Those who seek Medical Assistance
Assessment of property	Municipal Assessor's Office	Property Owners
Issuance of clearance or certification for permit to cut trees	Municipal Environment & Natural Resources Office	Tree Owners
Solid Waste Mgt. Assessment & Monitoring		LGU, Barangay, Schools & Business Establishment
Issuance of Fisheries Permit	Municipal Agriculturist Office	Engaged in Fisheries Business
Issuance of Licenses Clearance		Engaged in Fisheries Business
Eco - Tourism Services	MENRO / ECO-TOUR	Local and Foreign Tourists
Issuance of Zoning & Locational Clearance	Municipal Planning & Development Office	All Citizens
Water Services	WASH (WATER ADMINISTRATION AND SERVICES OF HINABLAYAN)	All Water Concessionaires
Issuance of permit to Transport Plants & Animals	Municipal Agriculturist Office	Plants and Animal Owners
Issuance of Pedicab License	Civil Security Office	Pot-pot drivers

## Feedback Mechanism

### **Your satisfaction is our concern!**

Call us at our hotline: 555-9044 or 338-2299  
or you may drop your feedback at our feedbox located at the Public  
Assistance Center at the Municipal Hall Lobby, 1<sup>st</sup> Floor.

Email us @ [Igupalompon@gmail.com](mailto:Igupalompon@gmail.com)