



- I. **Mandate:** 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.

- II. **Vision: PURA** is a progressive and sustainable agri-commercial community with secured citizens and responsive leaders.

- III. **Mission:**
 1. To have a progressive agri-industrial economy that provides full and decent employment through agriculture and commercial activities and agriculture-based industries.
 2. To ensure sustainable communities characterized by residents whose daily lives reflect a deep appreciation and understanding of sustainable development principles.
 3. To promote effective and responsive governance characterized by having government and private sector leaders who take the interest of the people as a major factor in their decision-making processes. It is also characterized by government decisions that are based on policies with minimal value-laden decisions and actions.
 4. To secure the people. In the future Pura, every school-age child or youngster is in school that provides education services that prepares them to be productive members of the community. Additional social services are provided to specific sectors of the population such as the senior citizens and elderly, and persons with disabilities.



IV. Service Pledge:

A- Adhere and comply strictly with the service standards set out in this Charter;

R- Respond with integrity without prejudice and discrimination;

I- Intensify and strengthen “public service is a public trust” service principle;

B- Brilliantly offer assistance with guaranteed satisfaction;

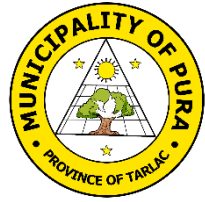
A- Advance and value every citizen’s comments, suggestions and needs;

P- Provide prompt and efficient service with utmost courtesy by authorized personnel with proper identification from Mondays to Fridays, 8:00 a.m. to 5:00 p.m., without noon break;

U- Undoubtedly dedicate our strengths and potentials in the performance of our sworn duties and responsibilities;

R- Reveal correct procedure, fees, and charges and provide adequate and correct information; and

A- Attend to clientele with utmost sensitivity, appropriate behavior and professionalism.



LIST OF SERVICES

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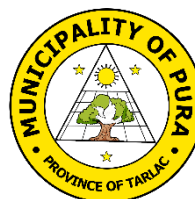
Issuance of Locational Clearance

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Municipal Planning and Development Office

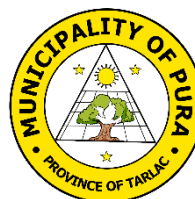
External Service



1. Issuance of Zoning Certification

This service will determine the location of the land in conformity with the existing land use plan of the municipality. Individuals need to secure a Zoning Certification before they can apply for building permits. People applying for business permits and requesting for electrical installations are also required to secure the same.

Office or Division:	Municipal Planning and Development Office			
Classification:	Government to Client (G2C)			
Type of Transaction:	Simple			
Who may avail:	Any individual, organization or corporation, government agencies and instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up Application Form		Municipal Planning and Development Office (MPDO)		
Photocopy of Tax Declaration/Certificate of Land Title		Municipal Assessor's Office (MAO)/Registry of Deeds		
Official Realty Tax Receipt		Municipal Treasurer's Office (MTO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished form with the necessary requirements.	Provide assistance and accept duly accomplished form with the necessary requirements for verification and evaluation.	None	10 mins	Municipal Planning and Development Coordinator (MPDC)
Pay the corresponding fee at the Municipal Treasury office.	Issue order of payment and inform the next step. Accept payment and issue OR	P 600/ha	5 mins	Municipal Planning and Development Coordinator (MPDC) Mun. Treasurer
Present Proof of payment and claim the approved Zoning Certification.	Check/verify proof of payment and issue approved Zoning Certification.	None	5 mins	Municipal Planning and Development Coordinator (MPDC)



1. Issuance of Locational Clearance

Locational Clearance is a document required in the application of building/fencing permits. People requesting for electrical installations are also required to secure the same.

Office or Division:	Municipal Planning and Development Office			
Classification:	Government to Client (G2C)			
Type of Transaction:	Simple			
Who may avail:	Any individual, organization or corporation, government agencies and instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up Application Form		Municipal Planning and Development Office (MPDO)		
Photocopy of Tax Declaration/Certificate of Land Title		Municipal Assessor's Office (MAO)/Registry of Deeds		
One set of Building Plans/Electrical Layout and Bill of Materials		Registered Civil Engineer/Architect		
Official Realty Tax Receipt		Municipal Treasurer's Office (MTO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished form with the necessary requirements.	Provide assistance and accept duly accomplished form with the necessary requirements for verification and evaluation and Set schedule for ocular inspection and verify conformity with the existing land use.	None	10 mins	Municipal Planning and Development Coordinator (MPDC)
Accompany MPDC to the site of the proposed development.	Conduct site inspection and advise the client on the inspection/ evaluation report.	None	1 hour excluding travel time.	Municipal Planning and Development Coordinator (MPDC)
Pay the corresponding fee at the Municipal Treasury office.	Issue order of payment and inform the next step. Accept payment	Please refer to the Municipal Revenue	5 mins	Municipal Planning and Development Coordinator (MPDC) Mun. Treasurer

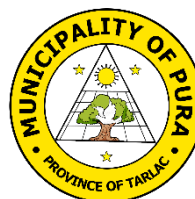


	and issue OR	Code Article P		
Present Proof of payment and claim the approved Locational Clearance.	Check/verify proof of payment, prepare and issue approved Locational Clearance.	None	5 mins	Municipal Planning and Development Coordinator (MPDC)

FEEDBACK AND COMPLAINTS MECHANISM



How to send feedback	Answer the client feedback form and drop it at the designated drop box at the Municipal Hall Lobby. Contact Info: (045)606-0243
How feedbacks are processed	<p>Feedbacks shall be treated with utmost professionalism and confidentiality.</p> <p>Every afternoon, the Public Assistance and Complaints Desk Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedbacks requiring answers shall be forwarded to the respective offices and they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer to the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 606-0243</p>
How to file a complaint	<p>Answer the Client Complain Form found at the Public Assistance and Complaints Desk and drop it at the designated drop box at the Municipal Hall Lobby.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 606-0243</p>
How complaints are processed	<p>Every afternoon, the Public Assistance and Complaints Desk Officer opens the drop box and evaluates each complaint.</p> <p>Upon evaluation, the PACD Officer shall start the investigation and</p>



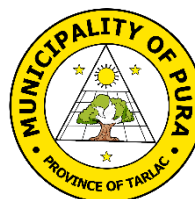
	<p>forward the complaint to the relevant office for explanation. The PACD Officer will create a report after the investigation and forward shall submit it to the Office of the Mayor for appropriate action. The PACD Officer will give feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: (045) 606-0243</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC : 8888 CCB : 0908-881-6565 (SMS)</p>

LIST OF OFFICES

Office	Address	Contact Information
Office of the Mayor	2 nd Floor Municipal Hall	(045)606-0243



	Building, Pob. 2, Pura, Tarlac 2312	
Office of the Vice-Mayor	Legislative Building, Pob. 2, Pura, Tarlac 2312	
Office of the MLGOO	2 nd Floor Municipal Hall Building, Pob. 2, Pura, Tarlac 2312	
Office of the SB Secretary	Legislative Building, Pob. 2, Pura, Tarlac 2312	
Municipal Planning and Development Office	2 nd Floor Municipal Hall Building, Pob. 2, Pura, Tarlac 2312	0943-476-7328
Office of the Municipal Accountant	2 nd Floor Municipal Hall Building, Pob. 2, Pura, Tarlac 2312	Hotline Number
Office of the Municipal Budget Officer	2 nd Floor Municipal Hall Building, Pob. 2, Pura, Tarlac 2312	
Public Employment Service Office	2 nd Floor Municipal Hall Building, Pob. 2, Pura, Tarlac 2312	
Office of the Municipal Treasurer	Ground Floor Municipal Hall Building, Pob. 2, Pura, Tarlac 2312	
Business Permits and Licensing Office	Ground Floor Municipal Hall Building, Pob. 2, Pura, Tarlac 2312	
Office of the Municipal Assessor	Ground Floor Municipal Hall Building, Pob. 2, Pura, Tarlac 2312	
Office of the Municipal Civil Registrar	Ground Floor Municipal Hall Building, Pob. 2, Pura, Tarlac 2312	
Supply Office	Ground Floor Municipal Hall Building, Pob. 2, Pura, Tarlac 2312	
MDRRM Office	Ground Floor Municipal Hall Building, Pob. 2, Pura, Tarlac 2312	



HRM Office	Ground Floor Municipal Hall Building, Pob. 2, Pura, Tarlac 2312	
Office of the MSWD	Pob. 3, Pura, Tarlac 2312	
4Ps Office	Pob. 3, Pura, Tarlac 2312	
Office of the PWD	Pob. 3, Pura, Tarlac 2312	
Office of the Municipal Engineer/Pura Water System	Pob. 3, Pura, Tarlac 2312	
Pura Water System Collecting Unit	Ground Floor Municipal Hall Building, Pob. 2, Pura, Tarlac 2312	
Rural Health Unit and Birthing Station	Pob. 3, Pura, Tarlac 2312	
Office of the Municipal Agriculturist	Pob. 2, Pura, Tarlac 2312	
PNP-Pura Station	Pob. 2, Pura, Tarlac 2312	
BFP-Pura	Pob. 2, Pura, Tarlac 2312	
Office of the Senior Citizen's Affairs	Pob. 2, Pura, Tarlac 2312	
DTI Negosyo Center	Pura Training Center, Pob.2 Pura, Tarlac 2312	
Office of the COA	2 nd Floor Municipal Hall Building, Pob. 2, Pura, Tarlac 2312	
Bureau of Internal Revenue Collecting Agent	Ground Floor Municipal Hall Building, Pob. 2, Pura, Tarlac 2312	
COMELEC	Ground Floor Municipal Hall Building, Pob. 2, Pura, Tarlac 2312	