



Republic of the Philippines
 PROVINCE OF QUIRINO
 Cabarroguis
**CITIZEN'S CHARTER
 INFORMATION**

VISION:

We envision to have implemented the Construction of all various Infrastructure projects of the Provincial Government such as Buildings, Farm-to-Market Roads, Water Works and Serve as our Gateway to reach the people of Quirino and connecting Quirino to Neighboring Provinces.

MISSION:

It is the special task of the Provincial Engineer's Office to execute all engineering construction, maintenance and planning activities of the Provincial Government pertaining to public building, provincial roads and bridges, water works, farm-to-market roads and various community infrastructure projects so as to deliver efficiently the basic services and the provision of adequate facilities among Quirinians.

QUALITY POLICY

We commit to provide services and facilities with the highest degree of excellence and professionalism by applying risk-based approach in all our processes; comply with legal and other requirements; and foster participative style of management to continually review and improve the effectiveness of our Quality Management System towards Good Governance.

We serve with pride. We love Quirino. We make our people proud.

OFFICE	STEP	STEP BY PROCEDURE		PERSON RESPONSIBLE	MAXIMUM WAITING TIME	REQUIREMENT/SUPPORTING DOCUMENTS	FEES Collected, if any	LOCATION
		CLIENT	SERVICE PROVIDER					
PROVINCIAL ENGINEER'S OFFICE								
SOCIAL SERVICES - INFRASTRUCTURE ASSISTANCE	1	Forwards to PEO	Receives/records approved request (Red Tag) Forwarded to Provincial Engineer for notification	Rosie A. De Guzman	5 mins.	Logbook Resolution/Request Letter		PEO, Cabarroguis, Quirino
	2		Shall give the instruction to the assigned Area Engineers	IRENEO N. BENAVIDEZ Provincial Engineer	5 mins.	Resolution/Request Letter		PEO, Cabarroguis, Quirino
	3		Conduct inspection/validation	Jaime P. Sibulangcao Leofito T. Ancheta Sadiri S. Rasgado Maximo C. Abella Ferdinand P. Pastor Darius R. Pascual Mario C. Manaois Rene M. Calaunan Joseph Alvarez	2 days upon receipt of Travel Order	Trip Ticket/Travel Order		PEO, Cabarroguis, Quirino
	4		Submits Validation/Inspection Report and Preparation of Program of Work/Detailed Estimate	Jaime P. Sibulangcao Leofito T. Ancheta Virgilio Miguel, Jr Jenah I. Tayaban Sadiri S. Rasgado Maximo C. Abella Ferdinand P. Pastor Darius R. Pascual Mario C. Manaois Rene M. Calaunan Bryan Dumantay Joseph Alvarez	1 day	Validation/Inspection Report		PEO, Cabarroguis, Quirino
	5		Checks/signs Program of Work/Detailed Estimate	Zenaida A. Collado Leonila M. Benavidez Efren U. Cabauatan Robert I. Salvador	2 hrs.	Program of Work/Detailed Estimate		PEO, Cabarroguis, Quirino
	6		Signs and recommends approval of Program of Work/Detailed Estimate	IRENEO N. BENAVIDEZ Provincial Engineer	10 mins.	Program of Work/Detailed Estimate		PEO, Cabarroguis, Quirino
	7		Releases/forwards all the necessary documents to the PGO.	Rosie A. De Guzman	5 mins.	Logbook Program of Work with supporting documents		PEO, Cabarroguis, Quirino

PROVINCIAL ENGINEER'S OFFICE								
PREPARATION OF PLANS & PROGRAMS OF WORKS								
1	Submit/request/letter/resolution to the Office of the Provincial Engineer	Receive request letter/resolution and forwarded to Provincial Engineer for notification	Resituto B. Garcia Melanie P. Pastor Rosie A. De Guzman	5 mins.	a. Logbook b. Project resolution c. Source of fund for the project			PEO, Cabarroguis, Quirino
2		Set Schedule for the conduct of ocular inspection	IRENEO N. BENAVIDEZ Zenaida A. Collado Robert I. Salvador Leonila M. Benavidez Efren U. Cabauatan Carlos R. Salvador, Jr.	5 mins.	Submitted requirements			PEO, Cabarroguis, Quirino
3		Conduct ocular inspection	Jaime P. Sibulangcao Leotito T. Ancheta Maximo C. Abella Ferdinand P. Pastor Darius R. Pascual Mario C. Manaois Rene M. Calaunan Joseph Alvarez Edwin C. Millan Redford DC Quebral Henry A. Gabatin Jonathan S. Jandoc Virgilio Miguel, Jr	1 day	Submitted Requirements Trip Ticket/Travel Order			Project Site
4		Conduct Survey	Jaime P. Sibulangcao Leotito T. Ancheta Virgilio Miguel, Jr Maximo C. Abella Ferdinand P. Pastor Darius R. Pascual Mario C. Manaois Rene M. Calaunan Joseph Alvarez	FTMR - 10 days/5 km.	Survey Instruments			Project site
5		Prepare Plans and Specifications	Jaime P. Sibulangcao Leotito T. Ancheta Virgilio Miguel, Jr Jenah I. Tayaban Maximo C. Abella Ferdinand P. Pastor Darius R. Pascual Mario C. Manaois Rene M. Calaunan Joseph Alvarez Edwin C. Millan Redford DC Quebral Henry A. Gabatin Jonathan S. Jandoc	FTMR - 40 days/5 km. Complex Buildings - 60 days Simple Buildings - 30 days	Result of ocular inspection/survey			PEO, Cabarroguis, Quirino
		Check Plans and Specifications	Zenaida A. Collado Robert I. Salvador Leonila M. Benavidez Efren U. Cabauatan Carlos R. Salvador, Jr.	4 Hours	Plans and Specifications			PEO, Cabarroguis, Quirino
6		Preapare Program of Work	Carlos R. Salvador, Jr. Jaime P. Sibulangcao Leotito T. Ancheta Virgilio Miguel, Jr Jenah I. Tayaban Maximo C. Abella Ferdinand P. Pastor Darius R. Pascual Mario C. Manaois Rene M. Calaunan Joseph Alvarez Edwin C. Millan Redford DC Quebral Henry A. Gabatin Bryan Dumantay Jonathan S. Jandoc	FTMR - 20 days/5 km. Complex Buildings - 25 days Simple Buildings -15 days	Plans and Specifications			PEO, Cabarroguis, Quirino

			Check Program of Work	Zenaida A. Collado Robert I. Salvador Leonila M. Benavidez Efren U. Cabautan Carlos R. Salvador, Jr.	4mins.	Program of Work		PEO, Cabarroguis, Quirino	
	7		Sign/Recommend Plans, Specifications & Program of Work for approval of the Provincial Governor	IRENEO N. BENAVIDEZ Provincial Engineer	5 mins.	Plans, Specifications and Program of Work		PEO, Cabarroguis, Quirino	
	8		Release/forward to Provincial Governor's Office for approval	Restituto B. Garcia Melanie D. Pastor	5 mins.	Logbook Plans, Specifications and Program of Work		PEO, Cabarroguis, Quirino	
	9		Claim the approved Plans, Specifications and Program of Work	Liaison Officer	5 mins.	Plans, Specifications and Program of Work		PGO, Cabarroguis, Quirino	
	10		File approved documents	Melanie D. Pastor Jovelyn Melchor	5 mins.	Plans, Specifications and Program of Work		PEO, Cabarroguis, Quirino	
PROVINCIAL ENGINEER'S OFFICE									
MATERIALS LABORATORY TEST									
	1		Submit materials sample/request			Logbook		PEO, Cabarroguis, Quirino	
	2		Receives request and forward to Provincial Engineer for notification	Melanie D. Pastor	5 mins.	Request		PEO, Cabarroguis, Quirino	
	3		Notify FDT personnel	IRENEO N. BENAVIDEZ Provincial Engineer	10 mins.	Request		PEO, Cabarroguis, Quirino	
	4		Review materials samples/request	Mario C. Manaois Sadri S. Rasgado Darius R. Pascual	5 mins.	Materials to be tested and the kind		PEO, Cabarroguis, Quirino	
	5		Fill up MQC Form No. 1	Sadri S. Rasgado Mario C. Manaois Darius R. Pascual	5 mins.	MQC Form 1		PEO, Cabarroguis, Quirino	
	6		Perform different test	Sadri S. Rasgado Mario C. Manaois Darius R. Pascual	2 days max./km.	FDT Laboratory Equipment		Site	
	7		Compute test result	Sadri S. Rasgado Mario C. Manaois Darius R. Pascual	2 hrs.	Papers, ballpen		PEO, Cabarroguis, Quirino	
	8		Review and finalize test result	Robert I. Salvador Fernando M. Gamino	30 mins.			PEO, Cabarroguis, Quirino	
	9		Releases copy of FDT Result	Melanie D. Pastor Jovelyn Melchor	1 min.	Logbook FDT Final Result		PEO, Cabarroguis, Quirino	
PROVINCIAL ENGINEER'S OFFICE									
PREVENTIVE MAINTENANCE OF HEAVY EQPT. AND LIGHT VEHICLES									
	1		Shall prepare the Preventive Maintenance Schedule.	Elohim M. Ylanan	5 mins.	Preventive Maintenance Schedule		PEO, Cabarroguis, Quirino	
	2		Shall oversee the implementation of the preventive maintenance	IRENEO N. BENAVIDEZ Provincial Engineer	10 mins.	Preventive Maintenance Checklist		PEO, Cabarroguis, Quirino	
	3		Shall notify the concerned employee about the problem detected on the concerned equipment using the Trouble Report Form	Esteban A. Talaue	5 mins.	Trouble Report Form		PEO, Cabarroguis, Quirino	
	4		Shall conduct a Pre-Inspection on the concerned equipment to determine the scope of work or kind of repair to be done	Diosdado C. Bergado IRENEO N. BENAVIDEZ Provincial Engineer	5 mins. 5 mins.	Trouble Report Form Purchase Request Form		PEO, Cabarroguis, Quirino PEO, Cabarroguis, Quirino	
	5		Shall conduct the necessary repair on the concerned equipment and shall generate an accomplishment report after the repair	Diosdado C. Bergado MECHANICS/WELDERS/ DRIVERS/OPTRS.	Major Repair-30 days Minor Repair-5 days	Accomplishment Report/Service Report		PEO, Cabarroguis, Quirino	
	6		Shall record all repair on the Equipment History Record	Elohim M. Ylanan Esteban A. Talaue	5 mins. 5 mins.	Equipment History Record		Peo-Logbook	

Service Pledge We, the officials and employees of the Provincial Government of Quirino, Pledge to deliver quality public services as indicated to the Citizen's Charter. We will provide prompt and reliable service to our clients.

(SGD) ZENaida A. COLLADO
Engineer IV

(SGD) LEONILA M. BENAVIDEZ
Engineer IV

(SGD) EFREN U. CABAUTAN
Engineer IV

(SGD) ROBERT I. SALVADOR
Engineer IV

(SGD) JAIME P. SIBULANGCAO
Engineer III

(SGD) FERNANDO M. GAMINO
Engineer III

(SGD) LEOTITO T. ANCHETA
Engineer I

(SGD) CARLOS R. SALVADOR, JR.
Architect IV

(SGD) EDWIN C. MILLAN
Architect III

(SGD) REDFORD DC. QUEBRAL
Architect III

(SGD) HENRY A. GABATIN
Architect I

(SGD) JONATHAN S. JANDOC
Engineer II (Electrical)

(SGD) VIRGILIO P. MIGUEL, JR
Engineer I

(SGD) JENAH I. TAYABAN
Engineer I

(SGD) SADIRI S. RASPADO
C/M Gen. Foreman

(SGD) FERDINAND P. PASTOR
C/M Gen. Foreman

(SGD) MARIO MANAOIS
C/M Gen. Foreman

(SGD) RENE M. CALAUNAN
Draftsman III

(SGD) JOSEPH D. ALVAREZ
Special Agent

(SGD) DARIUS R. PASCUAL
Lab. Tech. II

(SGD) DIOSDADO C. BERGADO
Engineer IV

(SGD) ELOHIM M. YLANAN
Engineer II(Mechanical)

(SGD) ESTEBAN A. TALAUE
Senior Admin. Asst. I

(SGD) RESTITUTO B. GARCIA
Admin. Officer II

(SGD) BRYAN DUMANTAY
Admin. Asst. VI

(SGD) MELANIE D. PASTOR
Admin. Asst. V

(SGD) JOVELYN T. MELCHOR
Admin. Aide VI

(SGD) ROSIE A. DE GUZMAN
Admin. Aide IV

(SGD) IRENEO N. BENAVIDEZ
Provincial Engineer

(SGD) JUNIE E. CUA
Provincial Governor

ALLOWABLE PERIOD OF EXTENSION OF THE MAXIMUM RESPONSE TIME

The PLGU gives five (5) working days for the extension of time to the provision of frontline services to its clients in case of unforeseen events, man-made or natural.

FEEDBACK/COMPLIANT MECHANISMS

If your request has not been attended to promptly and courteously, please send your suggestions and complaints to Gov. Junie E. Cua or you may fill-up the prescribed form the Officer of the Day and Drop it in the Suggestion Box provided for the purpose at the lobby of the Capitol or you may call (078) 692-5088.

