**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.

### Citizen’s Charter
**Information:**
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: Provincial Engineer’s Office

#### Social Services - Infrastructure Assistance

<table>
<thead>
<tr>
<th>Step</th>
<th>Procedure</th>
<th>Person Responsible</th>
<th>Maximum Waiting Time</th>
<th>Requirement/Supporting Documents</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Forwards to PEO</td>
<td>Rosie A. De Guzman</td>
<td>5 mins.</td>
<td>Logbook Resolution/Request Letter</td>
<td>PEO, Cabarroguis, Quirino</td>
</tr>
<tr>
<td>2</td>
<td>Shall give the instruction to the assigned Area Engineers</td>
<td>IRENEO N. BENAVIDEZ Provincial Engineer</td>
<td>5 mins.</td>
<td>Resolution/Request Letter</td>
<td>PEO, Cabarroguis, Quirino</td>
</tr>
<tr>
<td>3</td>
<td>Conduct inspection/validation</td>
<td>Jaime P. Silongtagao, Leotito T. Ancheta, Sadiri S. Raspado, Maximo C. Abelia, Ferdinand P. Pastor, Darius R. Pascual, Mario C. Manaois, Rene M. Caluaman, Joseph Alvarez</td>
<td>2 days upon receipt of Travel Order</td>
<td>Trip Ticket/Travel Order</td>
<td>PEO, Cabarroguis, Quirino</td>
</tr>
<tr>
<td>4</td>
<td>Submit Validation/Inspection Report and Preparation of Program of Work/Detailed Estimate</td>
<td>Jaime P. Silongtagao, Leotito T. Ancheta, Virgilio Miguel, Jr, Janah I. Tapazaran, Sadiri S. Raspado, Maximo C. Abelia, Ferdinand P. Pastor, Darius R. Pascual, Mario C. Manaois, Rene M. Caluaman, Bryan Dumantay, Joseph Alvarez</td>
<td>1 day</td>
<td>Validation Inspection Report</td>
<td>PEO, Cabarroguis, Quirino</td>
</tr>
<tr>
<td>5</td>
<td>Checks/signs Program of Work/Detailed Estimate</td>
<td>Janarina A. Loofado, Leorlin M. Bernadiuz, Ariel U. Cabasaustan, Robert I. Salvador</td>
<td>2 hrs.</td>
<td>Program of Work/Detailed Estimate</td>
<td>PEO, Cabarroguis, Quirino</td>
</tr>
<tr>
<td>6</td>
<td>Signs and recommends approval of Program of Work/Detailed Estimate</td>
<td>IRENEO N. BENAVIDEZ Provincial Engineer</td>
<td>10 mins.</td>
<td>Program of Work/Detailed Estimate</td>
<td>PEO, Cabarroguis, Quirino</td>
</tr>
<tr>
<td>7</td>
<td>Releases/forwards all the necessary documents to the PGO.</td>
<td>Rosie A. De Guzman</td>
<td>5 mins.</td>
<td>Logbook Program of Work with supporting documents</td>
<td>PEO, Cabarroguis, Quirino</td>
</tr>
<tr>
<td>Task</td>
<td>Responsible Parties</td>
<td>Time Frame</td>
<td>Location</td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Submit/Request/Letter/resolution to the Office of the Provincial Engineer</td>
<td>Restituto B. Garcia, Melanie P. Pastor, Rosie A. De Guzman</td>
<td>5 mins.</td>
<td>PEO, Cabarruguis, Quirino</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receive request/letter/resolution and forwarded to Provincial Engineer for notification</td>
<td>Restituto B. Garcia, Melanie P. Pastor, Rosie A. De Guzman</td>
<td>5 mins.</td>
<td>PEO, Cabarruguis, Quirino</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Set schedule for the conduct of ocular inspection</td>
<td>Zanaida A. Collado, Robert I. Salvador, Leonila M. Benadizct, Efren U. Cabauatan, Carlos R. Salvador, Jr.</td>
<td>3 mins.</td>
<td>PEO, Cabarruguis, Quirino</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conduct ocular inspection</td>
<td>Jaime P. Sibulangcao, Leotito T. Ancheta, Maximo C. Abella, Ferdinand P. Pastor, Darius R. Pascual, Mario C. Manaois, Rene M. Calaman, Joseph Alvarez, Edwinn C. Milian, Redford DC Quebral, Henry A. Gabatln, Jonathan S. Jandoc, Virgilio Miguel, Jr.</td>
<td>1 day</td>
<td>Project Site</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conduct Survey</td>
<td>Jaime P. Sibulangcao, Leotito T. Ancheta, Virgilio Miguel, Jr, Maximo C. Abella, Ferdinand P. Pastor, Darius R. Pascual, Mario C. Manaois, Rene M. Calaman, Joseph Alvarez</td>
<td>FTMR - 15 days/5 km.</td>
<td>Project Site</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prepare Plans and Specifications</td>
<td>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. Calaman, Joseph Alvarez, Edwinn C. Milian, Redford DC Quebral, Henry A. Gabatln, Jonathan S. Jandoc, Virgilio Miguel, Jr.</td>
<td>FTMR - 40 days/5 km.</td>
<td>PEO, Cabarruguis, Quirino</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Check Plans and Specifications</td>
<td>Janaida A. Collado, Robert I. Salvador, Leonila M. Benadizct, Efren U. Cabauatan, Carlos R. Salvador, Jr.</td>
<td>4 Hours</td>
<td>PEO, Cabarruguis, Quirino</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step/Responsibility/Plan/Spec &amp; Program of Work for approval of the Provincial Governor</td>
<td>Responsible</td>
<td>Duration</td>
<td>Program of Work</td>
<td>Responsible</td>
<td></td>
</tr>
<tr>
<td>---</td>
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<td></td>
</tr>
<tr>
<td>1</td>
<td>IRENEO N. BENAVIDEZ, Provincial Engineer</td>
<td>5 mins.</td>
<td>Plans, Specifications and Program of Work</td>
<td>PEO, Cabarrugus, Quirino</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Restituto B. Garcia Melane D. Pastor</td>
<td>5 mins.</td>
<td>Logbook</td>
<td>PEO, Cabarrugus, Quirino</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Liaison Officer</td>
<td>5 mins.</td>
<td>Plans, Specifications and Program of Work</td>
<td>PGO, Cabarrugus, Quirino</td>
<td></td>
</tr>
</tbody>
</table>

**PROVINCIAL ENGINEER’S OFFICE**

<table>
<thead>
<tr>
<th>Step/Responsibility/Plan/Spec &amp; Program of Work for approval of the Provincial Governor</th>
<th>Responsible</th>
<th>Duration</th>
<th>Program of Work</th>
<th>Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Melane M. Pastor Jovelyn Melchor</td>
<td>5 mins.</td>
<td>Plans, Specifications and Program of Work</td>
<td>PEO, Cabarrugus, Quirino</td>
</tr>
</tbody>
</table>

**MATERIALS LABORATORY TEST**

<table>
<thead>
<tr>
<th>Step/Responsibility/Plan/Spec &amp; Program of Work for approval of the Provincial Governor</th>
<th>Responsible</th>
<th>Duration</th>
<th>Program of Work</th>
<th>Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Melane M. Pastor</td>
<td>5 mins.</td>
<td>Request</td>
<td>PEO, Cabarrugus, Quirino</td>
</tr>
<tr>
<td>2</td>
<td>IRENEO N. BENAVIDEZ, Provincial Engineer</td>
<td>10 mins.</td>
<td>Request</td>
<td>PEO, Cabarrugus, Quirino</td>
</tr>
<tr>
<td>3</td>
<td>Mario C. Manaois Darius R. Pascual</td>
<td>5 mins.</td>
<td>Materials to be tested and the kind</td>
<td>PEO, Cabarrugus, Quirino</td>
</tr>
<tr>
<td>4</td>
<td>Sadiri S. Raspado Mario C. Manaois Darius R. Pascual</td>
<td>5 mins.</td>
<td>MOQ Form 1</td>
<td>PEO, Cabarrugus, Quirino</td>
</tr>
<tr>
<td>5</td>
<td>Sadiri S. Raspado Mario C. Manaois Darius R. Pascual</td>
<td>2 days max/km.</td>
<td>FDT Laboratory Equipment</td>
<td>Site</td>
</tr>
<tr>
<td>6</td>
<td>Sadiri S. Raspado Mario C. Manaois Darius R. Pascual</td>
<td>2 hrs.</td>
<td>Papers, ballpen</td>
<td>PEO, Cabarrugus, Quirino</td>
</tr>
</tbody>
</table>

**PROVINCIAL ENGINEER’S OFFICE**

<table>
<thead>
<tr>
<th>Step/Responsibility/Plan/Spec &amp; Program of Work for approval of the Provincial Governor</th>
<th>Responsible</th>
<th>Duration</th>
<th>Program of Work</th>
<th>Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Elohim M. Ylanan</td>
<td>5 mins.</td>
<td>Preventive Maintenance Schedule</td>
<td>PEO, Cabarrugus, Quirino</td>
</tr>
<tr>
<td>2</td>
<td>IRENEO N. BENAVIDEZ, Provincial Engineer</td>
<td>10 mins.</td>
<td>Preventive Maintenance Checklist</td>
<td>PEO, Cabarrugus, Quirino</td>
</tr>
<tr>
<td>3</td>
<td>Esteban A. Talaue</td>
<td>5 mins.</td>
<td>Trouble Report Form</td>
<td>PEO, Cabarrugus, Quirino</td>
</tr>
<tr>
<td>4</td>
<td>Diosdado C. Bergado</td>
<td>5 mins.</td>
<td>Trouble Report Form</td>
<td>PEO, Cabarrugus, Quirino</td>
</tr>
<tr>
<td>5</td>
<td>Diosdado C. Bergado</td>
<td>5 mins.</td>
<td>Purchase Request Form</td>
<td>PEO, Cabarrugus, Quirino</td>
</tr>
<tr>
<td>6</td>
<td>Elohim M. Ylanan Esteban A. Talaue</td>
<td>5 mins.</td>
<td>Equipment History Record</td>
<td>PEO-Logbook</td>
</tr>
</tbody>
</table>
**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) LEONILA M. BENAVIDEZ  
Engineer IV

(SGD) EFREN U. CABAUATAN  
Engineer IV

(SGD) ROBERT I. SALVADOR  
Engineer IV

(SGD) JAIME P. SIBULANGCAO  
Engineer III

(SGD) FERNANDO M. GAMINO  
Engineer I

(SGD) LEOTITO T. ANCHETA  
Engineer I

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

(SGD) EDWIN C. MILLAN  
Architect III

(SGD) REDFORD DC. QUEBRAL  
Architect I

(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) EDWIN C. MILLAN  
Engineer IV

(SGD) REDFORD DC. QUEBRAL  
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Draftsman III

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Special Agent

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Lab. Tech. II

(SGD) ZENAIDA A. COLLADO  
Engineer IV

(SGD) LEONILA M. BENAVIDEZ  
Engineer IV

(SGD) ROBERT I. SALVADOR  
Engineer IV

(SGD) JAIME P. SIBULANGCAO  
Engineer III

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Engineer I

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Draftsman III

(SGD) JOSEPH D. ALVAREZ  
Special Agent

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

**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/COMPLAINT 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 at the Office 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.

**Provincial Governor**

(SGD) JUNIE E. CUA  
Provincial Governor