Vision

A progressive province of God-loving and empowered citizens living peacefully in a safe, secured, economically stable, ecologically sustainable, investment-friendly and climate change adaptive environment enjoying the benefits of adequate infrastructure and an advanced information and communications technology in pursuit of its continuing development under good governance.
Mission

Quirino Province exists to uplift the quality of life of every Quirinian through the provision of basic social and economic services and disaster preparedness and awareness, responsive to calamities/emergencies, climate change adaptive and rehabilitation and recovery by competent service providers, supported with adequate infrastructure and efficient utilization of resources.
AN ORDER CONSTITUTING THE STEERING COMMITTEE AND TASK FORCE FOR 
THE CITIZEN'S CHARTER, QUIRINO PROVINCE

WHEREAS, the Anti Red Tape Act 2007 otherwise known as 
Republic Act 9485 declared the policy of the State to promote 
integrity, accountability, proper management of public affairs and 
public property as well as to establish effective practices aimed at the 
prevention of graft and corruption.

WHEREAS, in accordance with this policy local government units 
have been mandated by RA 9485 to set up services standards to be 
known as the Citizen's Charter in the form of information billboards 
which should be posted at the main entrance of offices or at the most 
conspicuous place or in the form of published materials written either in 
English Filipino, or in the local dialect.

WHEREAS, the leadership advocates the promotion of good 
local governance through clear, transparent accountable and 
responsive public service delivery, which is also espoused by RA 9485.

WHEREAS, the leadership is aware of the benefits that 
implementation of a Citizen's Charter brought about to other LGU's 
and their constituents such as prompt public service delivery, reduced 
vulnerability to graft and corruption, availability of feedback 
mechanism, existence of satisfaction, equal treatment of customers, 
availability of complaints and redress mechanism, and opening of 
opportunity for people participation on service improvement among 
other.
WHEREAS, it is the leadership’s desire for the Province of Quirino and its constituents to reap the same benefits as mentioned above through the establishment of its own Citizen’s Charter.

NOW THEREFORE, by virtue of the powers vested upon me as the Provincial Local Chief Executive of the Province of Quirino, I hereby order the following:

SECTION I. Establishment of a Citizen’s Charter for the Province, the Provincial Local Government of Quirino shall establish an official document, a service standard, for its constituents. The said document shall describe the step by step procedures for availing a particular service and shall include the following information.

- Vision/Mission of the Province of Quirino
- Identification of the Frontline Services offered and the recipients of such services.
- The Step-by-Step procedure to obtain particular service.
- The Officer or employee responsible for each step.
- The maximum time to conclude the process.
- The procedure for filing complaints in relation to request and application, including the names and contact details of the Officials/Channels to approach for redress.
- Allowable period for extension due to unusual circumstances; i.e. unforeseen events beyond the control of concerned government office or agency, and;
- Feedback mechanisms, contact numbers to call/or persons to approach for recommendations, inquires suggestions, as well as complaints.

SECTION II. Creation of the Steering Committee on the Citizen’s Charter Initiative shall be created to serve as primary advisory body to the Local Chief Executive in the overall direction and supervision of the Citizen’s Charter Initiative. The Steering Committee shall be composed of the following:

HON. JUNIE E. CUA - Provincial Governor
HON. MAY G. CALAUNAN - Vice Governor
HON. JULIUS CEASAR S. VAQUILAR - SP Member
HON. LINDA G. DACMAY - SP Member
HON. PEDRO N. MADARANG - SP Member
HON. JERRY M. PAGBILAO - SP Member
HON. JAMES O. ADUCA - SP Member
HON. ALEGRE M. YLANAN - SP Member
HON. PERLA A. OLAY - SP Member
HON. EDWARD M. SALVADOR - SP Member
SECTION III. Terms of Reference for the Steering Committee. The Steering Committee shall perform the following functions:

- Act as the LCE advisory council in the overall direction and supervision of the Citizen’s Charter initiatives implementation.
- Assist the LCE in the review and refinement of the Citizen’s Charter.
- Lead in advocating and lobbying for the institutionalization of the Citizen’s Charter to the Sangguniang Panlalawigan through an appropriate ordinance.

SECTION IV. Creation of Task Force on Citizen’s Charter Preparation. A Task Force on Citizen’s Charter Preparation shall be created to take the lead in the formulation writing and packaging of the Citizen’s Charter. The Task Force shall be composed of the following.

| Task Force Head | ENGR. DENCIO A. PAGBILAO |
| Deputy Task Force | Dr. Marcelino V. Delson |
| | Mr. Villamor T. Bacani |
| | Ms. Daniphine A. Badua |
| | Mr. Orlian Baliton |
| | Ms. Mylene Acosta |
| | Ms. Elizabeth S. Nicolas |
| | Mr. Arturo A. Quebral |
| | Ms. Fe B. Mangaccat |
| | Mr. Reynaldo M. Galinato |
| | Mr. Eugenio D. Morales |
| | Mr. Jimmy M. Manicap |
| | Engr. Ireneo N. Benavidez |
| | Dr. Noel B. Martinez |
| | Ms. Laura A. Matamnom |
| | Dr. Tagumpay A. Felismino |
| | For. Yolando B. Binag |
| | Mr. Pedro V. Garcia |
| | Mr. Alex Panganiban |
| | Ms. Norma O. Lim |
| | Dr. Melanio V. Lazaro, M.D |
| | Dr. Moises V. Lazaro, M.D |
| | Dr. Marilyn D. Pedro, M.D |

SECTION V. Terms of Reference for the Task Force Members of the Task Force shall perform the following functions:

- The Department heads shall also be in charge of writing their offices’ new procedures list of requirements and schedule of charges and fees for submission to the Task Force Head.
• The Task force Head shall see to it that the standards and deadlines with regards to the citizen’s charter preparation are met assume responsibility for the review consolidation and finalization of the published form of the charter.
• The Deputy Heads, shall assist the Task Force in the review and consolidation of the department’s outputs as well as in the finalization of the charter.

SECTION VI. Terms of the Task Force. The Term of the Officers and Members of the Task Force shall be one (1) year reckoning from the first day of the effectivity of this Order.

SECTION VII. Effectivity this Executive Order shall take effect this 26th day of July 2012.

[Signature]
JUNIE E. CUA
Provincial Governor
# VISION

A progressive province of God-loving and empowered citizens living peacefully in an economically stable, ecologically sustainable and investment-friendly environment enjoying the benefits of adequate infrastructure and an advance information and communication technology by applying risk based approach in pursuit of its continuing development under good governance.

# MISSION

Quirino province exist to uplift the quality of life of every Quinian by applying risk based approach through the provision of basic social and economic services by competent service providers, supported with adequate infrastructure and efficient utilization of resources.

## FRONT LINE SERVICES

<table>
<thead>
<tr>
<th>MEDICAL ASSISTANCE (Guarantee Letter)</th>
<th>STEPS AND PROCEDURES</th>
<th>PERSON RESPONSIBLE</th>
<th>MAXIMUM WAITING TIME</th>
<th>REQUIREMENTS/SUPPORTING DOCUMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Client register complete name, address, purpose and signature</td>
<td></td>
<td>PACO on duty</td>
<td>5 minutes</td>
<td>1. Prescription from the Physician (Hospital bill, Laboratory, Medicine)</td>
</tr>
<tr>
<td>2. Assist interview clients</td>
<td></td>
<td>Peritta Sadang</td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td>3. Make clients regarding family profile</td>
<td></td>
<td>Juliet Rafal</td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td>4. Completed attachment for approval</td>
<td></td>
<td>Shirley Sugot</td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td>5. Approved request for release</td>
<td></td>
<td>Governor</td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td>6. Client/recipient receipt</td>
<td></td>
<td>Benelyn Close</td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ofelia Martinez</td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ariel Sabado</td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Jinky Dela Cruz</td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Client</td>
<td>3 minutes</td>
<td></td>
</tr>
</tbody>
</table>

## FINANCIAL ASSISTANCE

### A. Medical

<table>
<thead>
<tr>
<th>STEPS AND PROCEDURES</th>
<th>PERSON RESPONSIBLE</th>
<th>MAXIMUM WAITING TIME</th>
<th>REQUIREMENTS/SUPPORTING DOCUMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Client register complete name, address, purpose and signature</td>
<td>PACO on duty</td>
<td>3 minutes</td>
<td>1. Request Letter</td>
</tr>
<tr>
<td>2. Released checklist for financial assistance</td>
<td>Shirley Sugot</td>
<td>3 minutes</td>
<td>2. Certificate of Indigency</td>
</tr>
<tr>
<td>3. Review completeness of requirements based from checklist</td>
<td>Ofelia Martinez</td>
<td>5 minutes</td>
<td>3. Medical Certificate/ Clinical Abstract</td>
</tr>
<tr>
<td>4. Received completed requirements for approval of the Governor</td>
<td>Governor</td>
<td>15 minutes</td>
<td>4. Hospital bill, prescription, Laboratory, Official Receipt</td>
</tr>
<tr>
<td>5. Text clients request is granted</td>
<td>Juliet Rafal</td>
<td>3 minutes</td>
<td></td>
</tr>
<tr>
<td>6. Forward approved completed requirement for PSWDG assessment</td>
<td>Benelyn Cloisa</td>
<td>20 minutes</td>
<td></td>
</tr>
<tr>
<td>7. Ond for further verification</td>
<td>Jinky Dela Cruz</td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td>8. Encoded client served to the master list</td>
<td>Peritta Sadang</td>
<td>10 minutes</td>
<td></td>
</tr>
<tr>
<td>9. Assist the release of client request</td>
<td>Merilvy Villanueva</td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td>10. Liquidation</td>
<td>Ariel Sabado</td>
<td>5 working days for the 2nd week of the following month</td>
<td></td>
</tr>
</tbody>
</table>

### B. Burial

<table>
<thead>
<tr>
<th>STEPS AND PROCEDURES</th>
<th>PERSON RESPONSIBLE</th>
<th>MAXIMUM WAITING TIME</th>
<th>REQUIREMENTS/SUPPORTING DOCUMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Client register complete name, address, purpose and signature</td>
<td>PACO on duty</td>
<td>3 minutes</td>
<td>1. Request Letter</td>
</tr>
<tr>
<td>2. Released checklist for financial assistance</td>
<td>Shirley Sugot</td>
<td>3 minutes</td>
<td>2. Certificate of Indigency</td>
</tr>
<tr>
<td>3. Review completeness of requirements based from checklist</td>
<td>Ofelia Martinez</td>
<td>5 minutes</td>
<td>3. Funeral contract</td>
</tr>
<tr>
<td>4. Received completed requirements for approval of the Governor</td>
<td>Governor</td>
<td>15 minutes</td>
<td></td>
</tr>
<tr>
<td>5. Text clients request is granted</td>
<td>Juliet Rafal</td>
<td>3 minutes</td>
<td></td>
</tr>
<tr>
<td>6. Forward approved completed requirement for PSWDG assessment</td>
<td>Benelyn Cloisa</td>
<td>20 minutes</td>
<td></td>
</tr>
<tr>
<td>7. Ond for further verification</td>
<td>Jinky Dela Cruz</td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td>8. Encoded client served to the master list</td>
<td>Peritta Sadang</td>
<td>10 minutes</td>
<td></td>
</tr>
<tr>
<td>9. Assist the release of client request</td>
<td>Merilvy Villanueva</td>
<td>10 minutes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ariel Sabado</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FRONT LINE SERVICES</td>
<td>STEPS AND PROCEDURES</td>
<td>PERSON RESPONSIBLE</td>
<td>MAXIMUM WAITING TIME</td>
</tr>
<tr>
<td>---------------------</td>
<td>----------------------</td>
<td>-------------------</td>
<td>----------------------</td>
</tr>
</tbody>
</table>
| C. Transportation   | 1. Client register complete name, address, purpose and signature  
2. Released checklist for financial assistance  
3. Review completeness of requirements based from checklist  
4. Received completed requirements for approval of the Governor  
5. Text clients request is granted  
6. Forward approved completed requirement for PSWDG assessment  
7. OPAD for further verification  
8. Encoded client served to the master list  
9. Assist the release of client request  
10. Liquidation | Shirley Sugot, Ofelia Martinez, Juliet Rafal, Mendy Villanueva | 5 working days for the 2nd week of the following month | 1. Request Letter  
2. Certificate of travel  
3. Xerox copy of valid I.D. |
| D. Educational      | 1. Client register complete name, address, purpose and signature  
2. Released checklist for financial assistance  
3. Review completeness of requirements based from checklist  
4. Received completed requirements for approval of the Governor  
5. Text clients request is granted  
6. Forward approved completed requirement for PSWDG assessment  
7. OPAD for further verification  
8. Encoded client served to the master list  
9. Assist the release of client request  
10. Liquidation | PACO on duty  
Leilani Tobias  
Ana Marie Dumlas  
Ofelia Martinez  
Governor  
Juliet Rafal  
Shirley Sugot | 3 minutes  
3 minutes  
3 minutes  
15 minutes  
3 minutes  
20 minutes  
5 minutes  
3 minutes  
10 minutes | 1. Request Letter  
2. Certificate of Indigency  
3. Photocopy of Enrollment Form/Assessment Record  
4. Xerox copy of grades  
5. Xerox copy of school I.D. |
| E. Livelihood       | 1. Interview and provide forms  
2. Evaluate and schedule for seminar/validate area for specific project identified  
3. Conduct seminar  
4. Continuous monitoring | Ofelia Abon  
Leonardo Badian  
Jeremiel Agustin | 2 hours  
150 hours  
24 hours  
160 hours | 1. 2 pcs 2x2 picture  
2. 2 pcs xerox copy pf cedula  
3. Certification/Rededication signed by the barangay captain  
4. PGID/QLIFE/DARLIS/AR Form  
5. Approved letter request |

**COMMUNICATION**

| A. Provincial       | 1. Receive and Record  
2. For approval, record, release  
3. Released to other Office | Governor  
Arlene Pallay  
Re Rosete  
Marites Sobrero  
Sharinie Dominguez  
Domingador Aguillin Jr. | 1 minute  
5 minutes | Controlled documents (logbooks) |
| B. Resolution and Requests | 1. Received resolution/Request  
2. Review and screen submitted resolution/ request  
3. Check outstanding balance of requesting agency or barangay  
4. Approval of the Governor  
5. Prepare and process documents  
6. Released approved request (Proceed to PGSO, PED, Cashiers' Office) | Governor  
Rowena Panit  
Maricel Dela Cruz  
Cynthia Natividad  
Ana Marie Dumlas  
Jerry Pagliiao  
Governor  
Jerry Pagliiao  
Adelina R. Cortesbol  
Mendy Villanueva  
Juliet Rafal | 3 minutes  
20 minutes  
3 minutes  
3 minutes  
5 minutes  
30 minutes | 1. Resolution/Request |
| C. I Love Quirino Caravan | 1. Disseminate to other agencies  
2. Support/Assist the delivery of I LOVE QUIRINO CARAVAN | Jerry Pagliiao  
Governor  
Jerry Pagliiao  
Adelina R. Cortesbol  
Mendy Villanueva  
Juliet Rafal | 4 hours | |
<table>
<thead>
<tr>
<th>FRONT LINE SERVICES</th>
<th>STEPS AND PROCEDURES</th>
<th>PERSON RESPONSIBLE</th>
<th>MAXIMUM WAITING TIME</th>
<th>REQUIREMENTS/SUPPORTING DOCUMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>D. National Government Agencies (MOA, etc.)</td>
<td>1. Received MOA from National Agencies 2. Record in log book 3. Forward MOA to the Provincial Legal Officer and EA V for review 4. Governor to request authority from Legislative to enter into an Agreement thru issuance of resolutions 5. Governor to approve resolutions and sign MOA 6. Recorded/forwarded MOA to partner agencies for signature</td>
<td>Maricel Dela Cruz Melania Cabugao Roque Bulayo Ariel Sabado Jimmy Lord Bayucan Elizabeth Nicolas Atty. Jehron Marcos OSP Arlene Pallaya Rowena Panit Relina Pascua</td>
<td>5 minutes 5 minutes 24 hours</td>
<td>1. MOA</td>
</tr>
<tr>
<td>E. Employment</td>
<td>1. Received application letter 2. Forward to office concerned for endorsement 3. Forward to EA for schedule of interview</td>
<td>Governor</td>
<td>15 minutes 10 minutes 10 minutes 10 minutes</td>
<td>1. Application letter with credentials and other supporting documents</td>
</tr>
</tbody>
</table>

We the officials and employees of the Provincial Government of Quirino, Pledge to deliver quality public service as promised in the Citizen’s Charter. We will provide prompt and reliable service to our clients.

OFELIA V. MARTINEZ  JERRY M. PAGBILAO  ADELINA R. CRISTOBAL  MARITES D. SOBREPEÑA  ROWENA T. PANTIT
MARLON T. ROSALES  LEILANI R. TOBIAS  MERIDY C. VILLANUEVA  MARICEL M. DELA CRUZ  JULIET A. RAFAL
SHIRLEY A. SUGOT  BENELYN A. CLOSA  FE S. ROSETE  ROQUE M. BULAYO  SHERWIN D. DOMINGUEZ
ANA MARIE L. DUMLAO  ARIEL B. SABADO  JIMMY LORD C. BAYUCAN  DOMINADOR C. AGUSTIN JR.  CYNTHIA D. NATIVIDAD
ARLENE P. PALLAYA  JINKY G. DELA CRUZ  PERLITA N. SADANG  RELINA R. PASCUA  JUNIE E. CUA

Provincial Governor

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 from 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)-692-5008.