



Republic of the Philippines  
**PROVINCE OF QUIRINO**  
 Cabarroguis  
 -oOo-  
 Provincial General Services Office



**CITIZEN'S CHARTER**  
**INFORMATION BILLBOARD**

**VISION:**

The PGSO envisions an effective, efficient and sustainable programs on administration and local governance that are already in place which operates on optimum budget with adequate stocks readily available and competent manpower who are responsive to the needs of the clients with the right quality of supplies and general services at the right time and at the right place in support to the Four Pillars of Development of the Chief Executive on Health, Education, Livelihood and Infrastructure.

**MISSION:**

To establish a reliable office, empowered by proficient and steadfast employees motivated by the best practices, accountability and good governance in the quest of its goals and objectives as provided for by law in line with supply and property management, maintenance of buildings and grounds, electrical, plumbing, IT and electronic equipment, light vehicles and other services such as embalming and requests for the use of government equipment and facilities.

| OFFICE  | STEP | STEP BY STEP PROCEDURE               |   | PERSON RESPONSIBLE | MAXIMUM WAITING TIME | REQUIREMENTS/ SUPPORTING DOCUMENTS | FEES COLLECTED, IF ANY                               | LOCATION   |
|---|------|--------------------------------------|---|--------------------|----------------------|------------------------------------|--|--|
|   |      | CLIENT                               | SERVICE PROVIDER  |                    |                      |                                    |  |  |
| A. Request for use of government equipment and facilities | 1.   | Submits PGO-approved letter request. | Receives letter request and forwards to PGSO for notation/instruction   | Eliza A. Vargas    | 5 minutes            | Letter request                     | None   | PGS Office 2 <sup>nd</sup> Floor QCPM Building, Capitol Hills, Cab., Quirino |
|   | 2.   |                                      | Checks availability of equipment or facility. If available, ask the client to pay required fee at PTO. If not available, decline request. | Eliza A. Vargas    | 7 minutes            |                                    |  |  |
|   | 3.   | Pays the required fee                | Issues O.R. upon payment of fee.  | Cashier (PTO)      |                      | Official Receipt                   | Per Provincial Tax Ordinance No. 01, series of 2002* | PTO, 1 <sup>st</sup> Floor Capitol Bldg.                                     |

|  |    |  |  |                           |   |   |      |  |
|--|----|--|--|---------------------------|---|---|------|--|
|  | 4. | Present O.R.   | Reserves/books the equipment and/or facility requested.  | Eliza A. Vargas           | 2 minutes   | Calendar of Activities  |      | PGS Office   |
| B. Request for Repair of Electrical, ITES, Electronics and Water System. | 1. | Submits letter request or makes verbal request.                                | Receives letter request/verbal request and forwards/relays to PGSO.  | Marilyn M. Salazar        | 5 minutes   | Letter request  | None | PGS Office   |
|  | 2. |  | Acts/approves request, prioritize urgency.   | Lt. Col. Noel B. Martinez | 2 minutes   |   |      |  |
|  | 3. |  | Conducts Pre-Repair Inspection. Lists needed spareparts to replace defective parts, if any. If not, perform troubleshooting. | Technician/<br>Plumber    | 30 minutes  | Pre-Repair Inspection Report and Certificate of Equipment Inspection. |      |  |
|  | 4. | The client prepares PR and submits to BAC for the procurement of needed parts. |  | Canvasser-<br>BAC         |   | Procurement documents   |      | BAC Office, 2 <sup>nd</sup> Floor Capitol Building |
|  | 5. |  | When materials are available, performs repair/maintenance works.   | Technician/<br>Plumber    | 3 hours or more depending on the nature of work to be done. |   |      | PGS Office   |

|   |    |  |  |   |                                      |  |      |  |
|---|----|--|--|---|--------------------------------------|--|------|--|
|   | 6. |  | Prepares Waste Materials Report, AIR, RIS and Post Repair Inspection.  | Marilyn M. Salazar/<br>Zenaida C. Dayawon |                                      | Waste Materials Report, AIR, RIS and Post Repair Inspection. |      |  |
|   | 7. |  | Signs Post Repair Inspection, informs the client of completed works and releases equipment except water system. Collects and turnover waste materials. | Technician/<br>Plumber                    | 1 hour                               | Logbook  |      |  |
|   | 8. |  | Accepts waste materials, signs AIR/RIS and let client sign the Cert. of Repair Completion.   | Eden G. Fuertes                           | 10 minutes                           | Logbook  |      |  |
| C. Request for Repair of RP Service Vehicle | 1. | Submits letter request   | Receives letter request or verbal request and forwards to the PGSO.  | Marilyn M. Salazar                        | 5 minutes                            | Letter request   | None |  |
|   | 2. |  | Acts/approves request, prioritize urgency.   | Lt. Col. Noel B. Martinez                 | 2 minutes                            |  |      |  |
|   | 3. |  | Conducts Pre-Repair Inspection. List needed spareparts to replace defective parts, if any. If not, perform troubleshooting.                            | Bernado L. Gacad, Jr.                     | 30 minutes                           | Pre-Repair Inspection Report                                 |      |  |
|   | 4. | Prepares PR and submit to BAC for the procurement of needed parts. |  | Canvasser-BAC                             |                                      | Procurement documents  |      | BAC Office, 2 <sup>nd</sup> Floor Capitol Building |
|   | 5. |  | When materials are available, performs repair/maintenance works.   | Bernardo L. Gacad, Jr.                    | Major – 2 days<br>Minor – 45 minutes |  |      | PGS Office   |

|   |    |  |  |   |   |  |  |  |
|---|----|--|--|---|---|--|--|--|
|   | 6. |  | Prepares Waste Materials Report, AIR, Post Repair Inspection.  | Marilyn M. Salazar/<br>Zenaida C. Dayawon |   | Waste Materials Report, AIR, RIS and Post Repair Inspection. |  |  |
|   | 7. |  | Signs Certificate of Inspection on AIR, Post Repair Inspection and Waste Materials Report, informs the client of completed repair works and releases vehicle. Collects and turnover waste materials. | Bernardo L. Gacad, Jr.                    | 1 hour                                      | Logbook  |  |  |
|   | 8. |  | Accepts waste materials, signs AIR/RIS and let the client sign the Cert. of Repair Completion.   | Storekeeper/S<br>upply Officer            | 10 minutes                                  | Logbook  |  |  |
| D. Request for Inspection and Acceptance of Procured Supplies and Services. | 1. |  | Receives verbal request for inspection and presents to Department Head for action.   | Marilyn M. Salazar                        | 5 minutes                                   |  |  |  |
|   | 2. |  | Approves and dispatches inspectors upon receipt of approved PO or Contract.  | PGSO/<br>Administrative Officer           | 3 mins – regular<br>5 mins. -<br>bided      | PO or Contract   |  |  |
|   | 3. |  | Conducts actual inspection as to completeness/ correctness of specifications of delivered items.   | Inspector                                 | 10 mins.-<br>simple<br>30 mins.-<br>complex | Delivery Receipt/Official Receipt and Purchase Order         |  |  |
|   | 4. |  | Prepares AIR and RIS Forms.  | Marilyn M. Salazar/<br>Zenaida C. Dayawon | 5 minutes                                   | AIR, RIS   |  |  |
|   | 5. |  | Signs "Inspection" portion of AIR.   | Inspector                                 | 5 minutes                                   |  |  |  |
|   | 6. |  | Numbers/controls AIR and RIS Forms.  | Marilyn M. Salazar/                       | 5mins. –<br>simple                          | AIR, RIS   |  |  |

|  |    |   |   |   |                                   |                                |  |                               |
|--|----|---|---|---|-----------------------------------|--------------------------------|--|-------------------------------|
|  |    |   |   | Zenaida Dayawon/Eden G. Fuertes                     | 10mins.-complex                   |                                |  |                               |
|  |    | Enters items in the Property Inventory and Accounting System (PIAS) and prints ARE/ICS. |   | Kay Anne L. Domingo/Mark David Bueza/Saldy Tallawan | 10-15 minutes                     | ARE/ICS                        |  | PGS Office – Property Section |
|  | 7. | Signs “Acceptance” portion of AIR.  |   | Perlita A. Abon/Jocelyn Leaña/Zenaida Dayawon       | 5 minutes                         |                                |  | PGS Office                    |
|  | 8. | Signs ARE, PAR and ICS,   |   | PGSO  | 5 minutes                         |                                |  |                               |
|  |    | Detaches and files copy of AIR.   |   | Marilyn M. Salazar                                  | 5 minutes                         |                                |  |                               |
|  | 9. | Files copy of ARE/ICS   |   | Kay Anne Domingo/Zenaida Dayawon                    | 3 minutes                         |                                |  |                               |
| E. Issuance of Supplies, Materials and Equipment | 1. |   | Numbers/Controls RIS  | Eden G. Fuertes                                     | 5 minutes                         | RIS Logbook                    |  |                               |
|  | 2. | Signs the “Received” portion of RIS.  | Issues supplies and materials or equipment and sign “Issued by” portion of the RIS. |   | 15 minutes                        |                                |  |                               |
|  | 3. | Packs and moves items out.  |   |   |                                   |                                |  |                               |
|  | 4. |   | Approves RIS  | PGSO  | 15 minutes                        |                                |  |                               |
|  | 5. |   | Detaches and files copy of RIS and PAR  | Eden G. Fuertes                                     | 30mins.-simple<br>1hour – complex | Monthly Summary of RIS and PAR |  |                               |

|   |    |   |   |                       |              |  |  |            |
|---|----|---|---|-----------------------|--------------|--|--|------------|
|   | 6. |   | Releases approved documents to other concerned offices/personnel.   | Mathilda H. Magastino | 5 minutes    | Monitoring Logbook for Outgoing Documents                        |  |            |
| F. Issuance of Commonly-used Supplies and Equipment (CSE) | 1. |   | Inform concerned offices for the availability of DBM-procured CSE's.  | Jocelyn L. Leaña      |              |  |  | PGS Office |
|   | 2. | Selects priority items to be released.                                      | Prepares RIS and the selected items.  | Jocelyn L. Leaña      | 5-30 minutes | RIS  |  |            |
|   | 3. |   | Signs RIS   | Eden G. Fuertes       | 2-3 minutes  |  |  |            |
|   | 4. |   | Approves RIS  | LTC Noel B. Martinez  | 2 minutes    |  |  |            |
|   | 5. |   | Turns-over the CSE's to the concerned office.   | Jocelyn L. Leaña      | 3 minutes    |  |  |            |
|   |    |   |   |                       |              |  |  |            |
| 7. Accreditation of Suppliers                             | 1. | Submits Application for External Provider's Accreditation and requirements. | Evaluates the submitted requirements.   | Michael N. Castillo   | 5 minutes    | Checklist of Requirements for External Provider's Accreditation. |  |            |
|   | 2. |   | If qualified, issue Order of Payment and direct client to pay the required fees to PTO. If not, inform the client for the lacking documents/requirements. | Michael N. Castillo   | 5 minutes    | Order of Payment   | Provincial Tax Ordinance No. 3 series of 2011. |            |

|   |    |  |   |                     |                      |  |  |            |
|---|----|--|---|---------------------|----------------------|--|--|------------|
|   | 3. |  | Issues Official Receipt and Governor's Permit upon payment of client.   | PTO Cashier         |                      | Official Receipt and Governor's Permit |  |            |
|   | 4. | Presents Official Receipt to PGSO                | Issues Certificate of Accreditation to accredited external provider.  | Michael N. Castillo | 3 minutes            | Certificate of Accreditation           |  |            |
| 8. Request for Upload of Articles to the Provincial Website | 1. | Fills up Request Form for the upload of article. | Receives request with the article saved in a disc or Flash Drive.   | Saldy B. Tallawan   | 5 minutes            | Web Upload Request Form                |  | PGS Office |
|   |    |  | Opens the article and checks whether it is format compliant. If not, converts article into the standard format. If there are corrections, email article to concerned office for editing before resending the same to the Webmaster. |                     | 1 hour               |  |  |            |
|   |    |  | Uploads article into the website.   |                     | 30 minutes to 1 hour |  |  |            |
|   |    |  | Inform the office concerned that their article has been uploaded and let them check in the website.   |                     | 5 minutes            |  |  |            |

### **PERFORMANCE PLEDGE**

We, the service providers of Provincial General Services Office, commit to extend the delivery of quality services to our valued clients and pledge to discharge our functions, duties and responsibilities with the highest standards of performance.

**DR. NOEL B MARTINEZ (Signed)**  
Prov'l General Services Officer

**ELIZA A. VARGAS**  
Administrative Officer V

**PERLITA A. ABON**  
Administrative Officer III

**JAIME D. BICARME**  
Computer Technologist II

**JOCELYN L. LEAÑO**  
Administrative Officer III

**ROMEL B. RAMOS**  
Administrative Officer I

**MARILYN M. SALAZAR**  
Administrative Assistant III

**MATEO P. UNGRIANO**  
Admin. Assistant V

**MATHILDA H. MAGASTINO**  
Administrative Assistant IV

**EDEN G. FUERTES**  
Administrative Aide VI

**ZENAIDA C. DAYAWON**  
Administrative Aide V

**MICHAEL N. CASTILLO**  
Administrative Aide IV

**FREDERICK B. MARTIN**  
Administrative Aide VI

**ABNER G. SANTIAGO**  
Administrative Aide IV

**NORBERT V. NIÑO**  
Administrative Aide II

**ESTANISLAO A. MARTINEZ**  
Administrative Assistant I

**BERNARDO L. GACAD, JR.**  
Administrative Aide IV

**BARLINGTON B.  
JORDAN** Administrative  
Aide IV

**EDGARDO M.  
MARINDUQUE**  
Administrative Aide IV

**VIRGILIO B. PANTELON**  
Administrative Aide IV

**JOY A. AGUSTIN**  
Administrative Aide IV

**ROLANDO S. UBALDO**  
Administrative Aide III

**JOEY A. VALDEZ**  
Administrative Aide III

**ROCKY B. JORDAN**  
Administrative Aide III

**JHUNDY A. CAÑERO**  
Administrative Aide V

**SALDY B. TALLAWAN**  
Computer Programmer I

**MYRNO M. DOMINGO**  
Administrative Aide III

**ARSENIO L. AGUSTIN**  
Administrative Aide I

**DELIA N. VISITACION**  
Office Helper

**HARRISON O. ESTIGOY**  
Administrative Aide I

**KAY ANNE L. DOMINGO**  
Computer Operator

**RUDY LYN C. DIVINO**  
Administrative Assistant

**MARK DAVID M.  
BUEZA**  
Computer Programmer

**ALBERT C. BAYUCAN**  
Computer Technician

**JERRY BOY BARAÇAO**  
Mason/Painter



**JERWIN S. ESPIRITU**  
Computer Operator

**RICKY F. TESORO**  
Administrative Aide IV

**JACK O. GALINDO**  
Administrative Aide I

**ELEAMAR F. BALA**  
Driver

**OSCAR P. ISIBIDO**  
Mason/Painter

**IAN DG. VALDEZ**  
Utility Worker

**RODERICK S. ANTONIO**  
Utility Worker

**DARYLLE DC. DOMINGO**  
Utility Worker

**RAYMOND PADAO**  
Utility Worker

**WILFREDO N. ORDEN**  
Utility Worker

**MARLON D. GAGASA**  
Utility Worker

**JOEMARK F. DELA CRUZ**  
Utility Worker

**JOSE F. RUPAC, III**  
Office Helper

**RONIE S. MANANGAN**  
Watchman

**ANTHONY DELA CUESTA**  
Utility Worker

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**ALLOWABLE PERIOD OF EXTENSION OF THE MAXIMUM RESPONSE TIME**

The PGSO 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.

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**FEEDBACK/COMPLAINT MECHANISMS**

If client has not been attended to promptly and courteously, please send your suggestions and complaints to Dr. Noel B. Martinez or you may fill-up the prescribed form from the Officer of the Day and drop it in the Suggestion Box.

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