

VISION:

An eminent province with people enjoying sustainable environment and natural resources while providing environmental services to its neighboring provinces.



Republic of the Philippines
Province of Quirino
Cabarroguis

CITIZEN'S CHARTER

INFORMATION BILLBOARD

MISSION:

To sustainably manage Quirino's environment and natural resources by protecting its forests and forestlands, conserving the watersheds, rehabilitating the Protected Areas, and adopting good waste management practices.

PROVINCIAL NATURAL RESOURCES & ENVIRONMENT OFFICE

Frontline Service/s	STEP	STEP BY STEP PROCEDURE		PERSON RESPONSIBLE	MAXIMUM WAITING TIME	REQUIREMENTS/ SUPPORTING DOCUMENTS	FEES COLLECTED	LOCATION
		CLIENT	SERVICE PROVIDER					
Visitor's/ Client Assistance	1.	Register on the logbook	Assist clients/visitors to register on the Logbook (endorse to concern division or PNRE Officer if necessary)	Officer of the Day: Flordeliza Valdez Rowena Domincel Michelle Ruiz	2 minutes	none	None	PNRE Office, Capitol Hills, Cabarroguis, Quirino
A. MINERAL MANAGEMENT AND SERVICES DIVISION								
A1. Issuance of Sand and Gravel /Quarry Permits	1	Submit letter application for CSAG permit	Receive/record application letter and provide list of requirement Interview applicant and set schedule for area verification/survey (endorse to the PNRE Officer if necessary) <i>(Field staff will conduct area verification/survey then inform applicant to proceed with the next step if applied area is feasible)</i>	For. Narciso Jimenez	5 minutes 5 minutes	Application Letter	None	PNRE Office, Capitol Hills, Cabarroguis, Quirino

	2	Submit requirements	Evaluate completeness of requirements and prepare Order of Payment	For. Narciso Jimenez Jr.	10 minutes	Barangay Clearance, Mayor's Permit,	None	PNRE Office, Capitol Hills, Cabarroguis, Quirino
			Sign/approve Order of Payment	For. Estrella Pasion	2 minutes	BIR Annual Registration,		
			Release Order of Payment	Officer of the Day: Flordeliza Valdez Rowena Domincel Michelle Ruiz	5 minutes	BIR Clearance, DTI Business Name Registration, Performance Bond, Certification from DPWH, IEER, ECC, Copy of Land Title (if private lot), Sketch Plan, Valid I.D.		
			(Endorse to PTO for the payment of necessary fees)			Order of Payment	P8,000.00 (Verification Fee, Processing Fee & Governor's Permit Fee)	PTO, Capitol Main Building, Cabarroguis, Quirino

	3	Submit official receipt	<p>Prepare SAG application permit and other documents then route for signature of the PNRE Officer</p> <p>Sign application permit and endorsement letter</p> <p>(instruct applicant to go to a notary public for the authentication of documents)</p> <p>(forward documents to PTO for the preparation of Governor's Permit)</p> <p>(submit application to PGO for the approval of the Governor)</p>	<p>For. Narciso Jimenez</p> <p>For. Estrella A. Pasion</p>	<p>30 minutes</p> <p>2 minutes</p>	<p>Official Receipt</p>	<p>none</p>	<p>PNRE Office, Capitol Hills, Cabarroguis, Quirino</p> <p>PTO</p> <p>PGO</p>
	4	Sign logbook and receive original copy of CSAG & Governor's Permit	Record and release approved CSAG & Governor's Permit	For. Narciso Jimenez	5 minutes	Valid I.D.	none	PNRE office, Capitol Hills, Cabarroguis, Quirino
B. FOREST MANAGEMENT AND DEVELOPMENT								
B1.Provision of planting materials (forest, fruit or ornamental seedlings)	1	Submit letter request	Receive and record letter request	<p>Officer of the Day: Flordeliza Valdez Rowena Domincel Michelle Ruiz</p>	5 minutes	Letter request	none	PNRE Office, Capitol Hills, Cabarroguis, Quirino
			Interview client and assess request Validate availability of planting materials to Nursery in-charge	For. Alejandro Reola	10 minutes			

			(endorse to the PNRE Officer if necessary)					
			Prepare Seedling Request Form and route for approval	For. Alejandro M. Reola	5 minutes			
			Approve/Sign Seedling Request Form	For. Estrella A. Pasion	2 minutes			
	2	Sign form/logbook and accept seedlings	Release seedlings	Efren Divina	10 minutes	Approved Seedling Request Form	none	PNREO Nursery, Reforestation Area, Capitol Hills, Cabarroguis, Quirino
B.2 INTEGRATED SOCIAL FORESTRY/CBF M- PROVISION OF CSC COPY	1	Submit letter request	Receive and record letter request from PO/CSC Holders or nearest kin of ISF beneficiary	Rowena Domincel	2 minutes	Letter Request Valid I.D.	none	PNRE Office, Capitol Hills, cabarroguis, Quirino
			Interview client and asses request	Samson Cristobal	10 minutes			
			(endorse to FMD Division Chief or PNFRE Officer if necessary)					
			Locate file and reproduced copy of Certificate of Stewardship Contract (CSC)	Rowena Domincel	10 minutes			
	Certify authenticity of the document	Vivian D. Pilar	2 minutes					
2	Receive xerox copy of Certificate of Stewardship Contract (CSC)	Record and release certified xerox copy of CSC	Rowena Domincel	2 minutes				
B.3 INTEGRATED SOCIAL FORESTRY/CBF M- REQUEST RELOCATION SURVEY/ SETTLEMENT OF BOUDARY CONFLICT	1	Submit letter request	Receive and record letter request from PO/CSC Holders or nearest kin of ISF beneficiaries	Rowena Domincel	2 minutes	Request letter Certificate of Stewardship Contract Valid I.D.	None	PNRE Office, Capitol Hills, Cabarroguis, Quirino
			Interview client and assess problem/situation. Set date of meeting/dialogue and/or relocation survey	Samson Cristobal	20 minutes			
			(endorse to FMD Division Chief or PNRE Officer if necessary)					

(Technical personnel facilitate dialogue/meeting and conduct relocation survey)

Service Pledge

We, the officials and employees of the Provincial Natural Resources & Environment Office, pledge to deliver quality public services as promised in this Citizen’s Charter. We will provide prompt and reliable service to our clients.

VICTORIANO O. BETGUEN JR.
Forest Ranger

MARCELO CODIEN
AA II

OSCAR DESCALZO
AA II

EFREN DIVINA
AA I

ROWENA DOMINCEL
CDA I

RUDY LADIA
Forest Ranger

HELADIE A. MIGUEL
Eng’g Aide

GENE S. NATIVIDAD
FW II

ZILVERIA ZALDY PASCUA
AA II

RONNIE SALADINO
Forest Ranger

DANTE SABIWANG
Forest Ranger

ARNEL SALAZAR
AA III

ERNESTO W. TEOFILO
AA II

VIVIAN D. PILAR
Administrative Officer III
Chief, Admin. Division

WARLITO SANTIAGO
Forest Ranger
Chief – Environmental Management Division

NARCISO T. JIMENEZ JR.
Project Development Officer I
Chief, Mines & Geo-Sciences Division

ALEJANDRO M. REOLA
Environmental Mgt. Specialist II
Chief, Forest management & Development Division

ESTRELLA A. PASION, EnP
OIC-PNRE Officer

Allowable Period of Extension of the Maximum Response Time

The LGU gives five (5) working hours 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 from the Officer of the Day and drop it in the Suggestion Box provided for the purpose of the lobby of the Capitol or you may call

FOR. ESTRELLA A. PASION, CP # 09171425328

VIVIAN D. PILAR, CP # 09972883780

