**VISION:** A province where the poor, vulnerable and disadvantaged families and communities are empowered for an improved quality of life.

**MISSION:** To uplift the living condition of marginalized Quirinian in order to become self-reliant and contributing members of the community/national development.

<table>
<thead>
<tr>
<th>OFFICE</th>
<th>STEP</th>
<th>STEP BY STEP PROCEDURE</th>
<th>PERSON RESPONSIBLE</th>
<th>MAXIMUM WAITING TIME</th>
<th>REQUIREMENTS/SUPPORTING DOCUMENTS</th>
<th>FEES Collected, if Any</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provincial Social Welfare and Development Office</td>
<td>A. Provision of Financial/medical/burial/educational, transportation Assistance</td>
<td>1</td>
<td>Indigent families</td>
<td>Intake/interview, assess client and prepare documents</td>
<td>PSWDO Staff</td>
<td>30 minutes</td>
<td>For medical assistance: Letter request, Medical cert., prescription, billing statement, lab. Request</td>
</tr>
</tbody>
</table>

For Burial assistance:
- Letter request
- Registered Death Cert., funeral contract,
- Xerox of ID

Educational Assistance:
- Letter request, Assessment of fees, grades previous semester, Xerox of school ID

Transportation assistance:
- Letter request, Xerox of ID

Note: All assistance requires certificate of indigency

<p>| | B. Provision of services to victims of violence, Rape, CICL, Battered women | Client/Victim | Intake/interview and counseling Referral | Social Worker | 1 day | Medical certificate Police Report Assessment Report | |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | | |</p>
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<td>C. Provision of Skills Development Training</td>
<td>1</td>
<td>Youth, Women, and Persons With Disability</td>
<td>Interview/assessment of client to verify the need of training</td>
<td>Lilibeth Sampaga Sheryl Domingo</td>
<td>20 minutes</td>
<td>Filled up training request form</td>
<td>PSWDO Building</td>
</tr>
<tr>
<td>D. Provision of Assistance to:</td>
<td></td>
<td>Former Rebels</td>
<td>Conduct interview/counseling and accomplished profiling Assessment and extension of needs of client Recommend to LCE or appropriate agencies extending livelihood assistance</td>
<td>Focal person/Social Worker</td>
<td>30 minutes</td>
<td>Tactical interrogation Report Picture Residence certificate</td>
<td>PSWDO Building</td>
</tr>
<tr>
<td>E. Provision of assistive Devices</td>
<td></td>
<td>Persons With Disability</td>
<td>Intake/interview Assessment/review of documents Preparation of supporting documents and processing or referral to NGO</td>
<td>Social worker PDAO Designate</td>
<td>3 weeks</td>
<td>Intake sheet and certificate of eligibility Case Study Report</td>
<td>PSWDO Building</td>
</tr>
<tr>
<td>F. Provision of Services to Disaster Victims</td>
<td></td>
<td>Disaster Victims</td>
<td>Round the clock monitoring Preparation of Relief goods Preparation of disaster reports Pre-emptive/force evacuation</td>
<td>A. Pagbilao and all PSWDO staff</td>
<td>24 hours</td>
<td>Disaster Status Report</td>
<td>PSWDO Building</td>
</tr>
</tbody>
</table>
Service Pledge

We, the officials and employees of the Provincial Government of Quirino, pledge to deliver quality public services as promised in this Citizen Charter. We will provide prompt and reliable service to our client.

LILIBETH A. SAMPAGA
Social Welfare Officer I

GERALDINE E. RAMOS
Social Welfare Officer I

EDITHA P. CASTRO
Administrative Officer III

SHERYL M. DOMINGO
Social Welfare Assistant

ELEANOR U. CORPUZ
Administrative Aide IV

CHANTERPHERE M. DE VERA
Administrative Aide IV

PERANDY T. SUMULAT
Administrative Aide I

AGATON M. PAGBILAO JR.
Provincial Social Welfare Development Officer

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 the frontline services to its client in case of unforeseen events, man-made or natural.

FEEDBACK COMPLAINT MECHANISM

If your request has not been attended promptly and courteously, please send your suggestions and complaints to Gov. Junie E. Cua or you may fill-up prescribed form from 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.