



Republic of the Philippines
 Province of Quirino
CITIZEN'S CHARTER
 INFORMATION BILLBOARD

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

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

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

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		CLIENT	SERVICE PROVIDER					
C. Provision of Skills Development Training	1	Youth, Women, and Persons With Disability	Interview/assessment of client to verify the need of training	Lilibeth Sampaga Sheryl Domingo	20 minutes	Filled up training request form	N O N E	PSWDO Building
D. Provision of Assistance to:		Former Rebels	<ul style="list-style-type: none"> ➤ Conduct interview/counseling and accomplished profiling ➤ Assessment and extension of needs of client ➤ Recommend to LCE or appropriate agencies extending livelihood assistance 	Focal person/Social Worker	30 minutes	Tactical interrogation Report Picture Residence certificate		PSWDO Building
E. Provision of assistive Devices		Persons With Disability	Intake/interview Assessment/review of documents Preparation of supporting documents and processing or referral to NGO	Social worker PDAO Designate	3 weeks	Intake sheet and certificate of eligibility Case Study Report	N O N E	PSWDO Building
F. Provision of Services to Disaster Victims		Disaster Victims	<ul style="list-style-type: none"> ➤ Round the clock monitoring ➤ Preparation of Relief goods ➤ Preparation of disaster reports ➤ Pre-emptive/force evacuation 	A. Pagbilao and all PSWDO staff	24 hours	Disaster Status Report	N O N E	PSWDO Building

			<ul style="list-style-type: none"> ➤ Relief distribution ➤ Rehabilitation services 					
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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