

Republic of the Philippines  
 PROVINCE OF QUIRINO  
**ECONOMIC ENTERPRISE OFFICE – QCPM & GEN. MDSE.**  
**CITIZEN’S CHARTER**

**VISION**

**To be the Biggest Provider of Income in the Economic Enterprise of the Provincial Government of Quirino in the Cagayan Valley Region.**

**MISSION**

**We commit to serve our customers better through continuous training of customer service skills and effective marketing strategies and thus, we contribute to the economic benefits of the Provincial Government.**

**CORE VALUES**

**We value our customers with Integrity. We respect the rights of every individual. We believe in teamwork and discipline. We are trained to be responsive to serve you better. And most of all We trust in God.**

**SERVICE : Processing of Merchandise Return**

STEP	STEP BY STEP PROCEDURE		PERSON RESPONSIBLE	MAXIMUM WAITING TIME	REQUIREMENTS/ SUPPORTING DOCUMENTS	LOCATION
	CLIENT	SERVICE PROVIDED				
1	Bring merchandise to be returned and issued Official Receipt (OR) of QCPM	Receive goods and check OR if it matches the goods to be returned. Goods must be in good condition	PACD Officer	5 minutes	<b>QCPM Official Receipt</b>	QCPM building selling area
2	Fill-up Customer Complaints Form	Assist the Customer in filling up the Customer Form	PACD Officer	5 minutes	<b>none</b>	QCPM building selling area
3	Receive Replacement of goods or merchandise or Refund	Release replacement for items returned or Refund	PACD Officer	2 minutes	<b>none</b>	QCPM building selling area

## SERVICE PLEDGE

We, the officials and employees of the EEO-QCPM & GEN. MDSE., pledge to deliver service as promised in the Citizen's Charter. We will provide prompt and reliable service to our clients.

Nelson L. Camangeeg SOO IV	Jessie Valdez Security Guard I	Erwin Jay Peralta Merchandiser	Fejenmay Mores Bookkeeping Assisstant
Mary Jane M. Agustin Administrative Officer V	Cesar Sabolboro Security Guard I	Tony Misagal Accounts Clerk	Jonalene M. Ladores Accounts Clerk
Judith NAtividad Head Cashier	Rodolfo de Guzman Contractual – Sec. Guard	Arnel T. Panit Merchandiser	Dianna Rose Sampayan Counter Cashier
Noriebel Graganta Accounts Clerk	Jenny Rivera Counter Cashier	Gemma Quitulio Merchandiser	Lea Poseliro Merchandiser
Nelson D. Bautista Admin Aide III	Edmar Laggui Casual Guard	Dante Lazatin Jr. Merchandiser	Wennielyn Duropan IMS Encoder
Federico YAcapin Casual Guard	Jocelyn Dumencil Accounting/Cashier Clerk	Allan Jay Jimenez Bagger	Ronith Belo Counter Cashier
Roseler Sulio Laborer I	Marie Joi Ramon Admin Assisstant	Mark Mariano Bagger	Orlando Gaffud Merchandising Supervisor
Arnold PAculor Accounts Clerk	Beth Acosta Merchandiser		

### FEEDBACK/COMPLAINT MECHANISMS

If your request has not been attended to promptly and courteously, please send your suggestions and complaints to the Manager or you fill-up the prescribed form from the Officer of the Day and drop it in the Suggestion Box provided for the purpose at the Customers Desk Officer or you may call 0917-545-1955.