# 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

<table>
<thead>
<tr>
<th>STEP</th>
<th>STEP BY STEP PROCEDURE</th>
<th>PERSON RESPONSIBLE</th>
<th>MAXIMUM WAITING TIME</th>
<th>REQUIREMENTS/SUPPORTING DOCUMENTS</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bring merchandise to be returned and issued Official Receipt (OR) of QCPM</td>
<td>Receive goods and check OR if it matches the goods to be returned. Goods must be in good condition</td>
<td>PACD Officer</td>
<td>5 minutes</td>
<td>QCPM Official Receipt</td>
</tr>
<tr>
<td>2</td>
<td>Fill-up Customer Complaints Form</td>
<td>Assist the Customer in filling up the Customer Form</td>
<td>PACD Officer</td>
<td>5 minutes</td>
<td>none</td>
</tr>
<tr>
<td>3</td>
<td>Receive Replacement of goods or merchandise or Refund</td>
<td>Release replacement for items returned or Refund</td>
<td>PACD Officer</td>
<td>2 minutes</td>
<td>none</td>
</tr>
</tbody>
</table>
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. Camangeg
SOO IV
Jessie Valdez
Security Guard I
Erwin Jay Peralta
Merchandiser
Fejenmay Mores
Bookkeeping Assistant

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 Assistant
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.