

MISSION:

To improve standard of living of Quirino Upland Communities by increasing their earning capacities and at the same time enrich the vegetative cover and increasing the waterfield of Quirino Watershed.



Republic of the Philippines
Province of Quirino
Cabarroguis

CITIZEN'S CHARTER
INFORMATION BILLBOARD

VISION:

To have a healthy Watershed for sustained life support system, stable biophysical and social landscape.

Q-LiFE UPLAND ECOSYSTEM PROGRAM

Frontline Service/s	STEP	STEP BY STEP PROCEDURE		PERSON RESPONSIBLE	MAXIMUM WAITING TIME	REQUIREMENT/ SUPPORTING DOCUMENTS	FEES COLLECTED	LOCATION
		CLIENT	SERVICE PROVIDER					
Visitor's/Client Assistance	1	Register on the logbook	Assist clients/visitor on the logbook	Warlito Aduca	2 minutes	none	none	Office of Q-LiFE UEP , Capitol Hills, Cabarroguis, Quirino
A. PROJECT DATA PROFILE						none	none	
A1. Provison of Database	1	Submit request letter	Receive and record request letter	Warlito Aduca	2 minutes	none	none	Office of Q-LiFE UEP , Capitol Hills, Cabarroguis, Quirino
			Interview and assess request according to the use of requested database	Ardel Mark Sobrepena Jaypee Montero	5 minutes	Request Letter	none	
			Prepare request form form for approval	Warlito Aduca	2 minutes	none	none	
			Approve/sign database request form	Guillermo Balagbagan	1 minute	none	none	
			Release hard/soft copy of requested database	Ardel Mark Sobrepena	10 minutes	none	none	

B. COFFEE SUSTAINABILITY PROJECT							none	
B1. Provision of planting material (Coffee Ready-to-plant seedlings)	1	Submit request letter	Receive and record request letter	Sarah Mae Viloría	3 minutes	Request Letter	none	Office of Q-LIFE UEP , Capitol Hills, Cabarroguis, Quirino
			Interview and assess request according to the availability of planting materials in the Cetralized Nurseries	Camilo Pugong	7 minutes	none	none	
		Submit documents needed prior to the release of planting materials	endorse to the Project officer/manager for the approval of request	Camilo Pugong	25 minutes	none	none	
			Prepare seedling request form and route of approval	Sarah Mae Viloría	5 minutes	none	none	
			Approve/sign seedling request form	Guillermo Balagbagan	1 minute	none	none	
		Sign form/logbook and accept seedlings	Release seedlings	Freddie Rigor	3 minutes	none	none	
B2. Release of Plantation Protection and Maintenance of previous project (refers to 2009-2016 project implemented)	1	Provide identification through presenting 1-2 valid id's	Interview and assess data profile of the project beneficiary	Camilo Pugong	7 minutes	none	none	Office of Q-LIFE UEP , Capitol Hills, Cabarroguis, Quirino
			Refer to the Data Controller for the review of payment provided	Camilo Pugong	1 minute	none	none	

			Review and assess the release of payment for Plantation Protection and Maintenance	Ardel Mark Sobrepena Jaypee Montero	5 minutes	none	none	Office of Q-LiFE UEP , Capitol Hills, Cabarroguis, Quirino
			Prepare form of payment base from the submitted/validated geotagged photos	Sarah Mae Vilorio Mary Anne Crisostomo	5 minutes	none	none	
			Prepare payroll and monitoring for the processing of payment (General Fund)	Emogene P. Senense	2 minutes	none	none	
			Approve payment	Guillermo Balagbagan	1 minute	none	none	
		Sign Acknowledgement Receipt	Release payment (Private Fund)	Rejean Raymundo	5 minutes	none	none	
B3. Provision of equipments for maintenance (power sprayer, water hose etc.) if necessary	1	Prepare request letter approved by the Brgy. Captain	Assess request letter according to the purpose provided related to project implementation	Emogene P. Senense	10 minutes	Request Letter	none	Office of Q-LiFE UEP , Capitol Hills, Cabarroguis, Quirino
			Refer to the Project Manager/Officer and prepare endorsement letter address to the Provincial Governor	Emogene P. Senense	5 minutes	none	none	
			Sign and approve for proper endorsement	Guillermo Balagbagan	1 minute	none	none	
			Approve for procurement	LCE	2 minutes	none	none	Provincial Governors Office

			Refer to the PGSO for the release of equipment	Emogene P. Senense	4 minutes	none	none	Office of Q-LiFE UEP , Capitol Hills, Cabarroguis, Quirino
			Assist beneficiaries for the release of equipment	Emogene P. Senense	1 minute	none	none	
		Present valid ID's and a copy of received request letter	Prepare RIS for the proper release of equipment	PGSO	5 minutes	2 valid ID's	none	Provincial General Services Office
B4. Release of payment for geotagging activity (for Project Counters)	2	Download geotagged photos for validation	Control, assist on logbook and download photos in the computer	Sarah Mae Vilorio Mary Anne Crisostomo	3 minutes	none	none	Office of Q-LiFE UEP , Capitol Hills, Cabarroguis, Quirino
			Validate geotagged photos and download in the Arcmmap to validate if it is under the project site areas	Ardel Mark Sobrepena Jaypee Montero	15 minutes	none	none	
			Validate geotagged photos and convert into documents for the processing of payment	Sarah Mae Vilorio Mary Anne Crisostomo	1,500 geotagged photos/day	none	none	
			Endorse to Project liaison for the processing of payment	Sarah Mae Vilorio Mary Anne Crisostomo	1 minute	none	none	
			Prepare payroll and Disbursement Voucher for the payment	Emogene P. Senense	1 minute	none	none	
			Approve payment	Guillermo Balagbagan	1 minute	none	none	
		Present valid ID's for identification or Authorization	Release of payment	Cashier/PTO	1 minute	Valid ID	none	

Service Pledge

We, the officials and employees of the Q-LiFE Upland Ecosystem Program Office, pledge to deliver quality public services as promised in this Citizen's Charter. We will provide prompt and reliable services to our clients.

Arnulfo Hullana

Contractual-Project Aide

Crispin Wangde

Contractual-Project Aide

Jhoecrist Villanueva

Contractual-Project Aide

Rejean Raymundo

Contractual Admin Aide-Office Clerk

Elmer Lopez

Contractual-Project Aide

Michael Claro

Contractual-Project Aide

Mark James Taguding

Contractual-Project Aide

Sarah Mae Vilorio

Contractual Admin Aide-Validator

Mark Palaje

Contractual-Project Aide

Reyvin Sotelo

Contractual-Project Aide

Marino Aduan

Contractual-Project Aide

Mary Anne Crisostomo

Contractual Admin Aide-Validator

Jose Willie

Contractual-Team Leader

Freddie Rigor

Contractual-Team Leader

Nomer Eugenio

Contractual-Team Leader

Jaypee Montero

Contractual Data Controller/Cartographer

Orly Gandeza

Farm Worker-Technical Coordinator

Michael Alcantara

Contractual-Project Driver

Ob Pangilinan

Casual- Project Messenger

Ardel Mark Sobrepena

Contractual Data Controller/Cartographer

Warlito Aduca

Forest Ranger-Admin. Officer

Camilo Pugong

Community Dev't Asst. II-Asst. Project Manager

Emogene P. Senense

Private Secretary I-Project Liaison

Guillermo O. Balagbagan

Executive Assistant I-Project Officer/Manager

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 Mechanism

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 the suggestion box provided for the purpose of the lobby of the Capitol or you may call

GUILLERMO O. BALAGBAGAN CP #: 0975-984-0380

CAMILO PUGONG CP #: 0975-921-6724