



Republic of the Philippines  
**PROVINCE OF QUIRINO**  
 Cabarroguis  
 -oOo-

**OFFICE OF THE SANGUNIANG PANLALAWIGAN**  
**CITIZENS'S CHARTER**

PROCESS	STEP BY STEP PROCEDURE		PERSON RESPONSIBLE	MAXIMUM WAITING TIME	REQUIREMENTS/SUPPORTING DOCUMENTS	FEES COLLECTED
	CLIENT	SERVICE PROVIDER				
SUBMISSION OF REQUEST FOR PASSAGE OF RESOLUTION AND ORDINANCE	1. Sign in logbook		Officers of the Day/Guard	3 mins.	a. Letter or endorsement from the Governor or requester b. Copy of draft resolution or ordinance or introductory title c. Appropriate attachments (rating or reports relative to the proposal, memorandum of agreements, contracts, certifications, etc.)	None
	2. Submit Documents	Receives and records documents	LLSE	10 mins.(Complex) 5 mins.(Simple)		
		<ul style="list-style-type: none"> <li>Read and forward to legislative division for inclusion in the agenda for regular session as Referral</li> <li>Sanggunian action will be sent to requester/MLGU</li> </ul>	LLSO	5 mins.  1-2 days after session		
SUBMISSION OF PROPOSED MUNICIPAL BUDGETS FOR REVIEW (ANNUAL/ SUPPLEMENTAL)	1. Sign in logbook		Officers of the Day/Guard	3 mins.	a. Letter from the municipality b. 13 copies of proposed budget with Appropriation Ordinance – Note: At least one (1) original copy c. Annual Investment Plan/Supplemental AIP with MDC Resolution	None
	2. Submit documents	Receives and records documents	LLSE	10 mins.(Complex) 5 mins.(Simple)		
		<ul style="list-style-type: none"> <li>Read and forward to legislative division for inclusion in the agenda for regular session as Referral</li> <li>Sanggunian action will be sent to requester/MLGU</li> </ul>	LLSO	5 min.  1-2 days after session		
SUBMISSION OF MUNICIPAL MEASURES (RESOLUTIONS AND ORDINANCES) AND EXECUTIVE ORDERS OF MAYORS FOR REVIEW	1. Sign in logbook		Officers of the Day/Guard	3 mins.	a. Letter from the municipality b. Original copy of resolution, ordinance or executive order c. Appropriate attachment (certified true copy of minutes and attendance of public hearing, MDC resolution, etc.)	None
	2. Submit documents	Receives and records documents	LLSE	10 mins.(Complex) 5 mins.(Simple)		
		<ul style="list-style-type: none"> <li>Read and forward to legislative division for inclusion in the agenda for regular session as Referral</li> <li>Sanggunian action will be sent to requester/MLGU</li> </ul>	LLSO	5 mins.  1-2 days after session		
REQUEST FOR CERTIFIED TRUE COPY OF SP DOCUMENTS	1. Sign in logbook		Officers of the Day/Guard	3 mins.		
	2. Submit letter request	Receive and record letter request	LLSE	5 mins.		
		Seek approval of Secretary to the SP	LLSE/ Secretary to the SP	1 min.		
	3. Pay Secretary's Fee at the Cashier's Office (Capitol Building)	Locate and prepare the requested documents (print or photocopy then authenticate by stamping as certified true copy)	LLSO/LLSE	10 mins.	a. Approved letter request	P30/page
		Get receipt and write "CLAIMED" then give copy of the requested documents	LLSO/LLSE	2 mins.	a. Official Receipt	



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**Service Pledge**

We, the officials and employees of the OFFICE OF THE SANGGUNIANG PANLALAWIGAN pledge to deliver quality public service as promised in this Citizen's Charter. We will provide prompt and reliable service to our clients.

**FRONTLINERS:**

VILMA M. RAMOS  
LLSE II

JUVELYN B. DOMINGO  
LLSE II

ROBERTO N. ECHANES  
LLSE II

JOEY G. SANTOS  
LLSE II

MHON RALPH ANGELO TUBAY  
LLSE II

ALDRIN F. VENTAYEN  
LLSE I

RAQUEL S. VALDEZ  
LLSO I

JOSELYN C. ELIANG  
LLSO III

MA. ROSELLE P. GAMBOA  
SP Secretary

MAY GARNACE-CALAUNAN  
Provincial Vice Governor

ALLOWABLE PERIOD OF EXTENSION OF THE MAXIMUM RESPONSE TIME. The LGU give 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 MECHANISM: Please send your suggestions and complaints to Vice Gov. May G. Calauan or you may fill up the Feedback Form and drop it in the Feedback Box provided at the lobby of the Legislative Building; or you may call the OSP Hotline 09173275501.