**VISION:**
A Strong, Proactive, and United arm of the Provincial Government operating to help the province become the Prime Agro-industrial and Eco-tourism Destination of the North

**MISSION:**
Implementing and interlinking projects and all potential resources toward a Self-sustaining, Prosperous and Upstanding Quirino province

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**SPECIAL PROJECTS UNIT**

<table>
<thead>
<tr>
<th>Frontline Service/s</th>
<th>STEP</th>
<th>STEP BY STEP PROCEDURE</th>
<th>PERSON RESPONSIBLE</th>
<th>MAXIMUM WAITING TIME</th>
<th>REQUIREMENTS/ SUPPORTING DOCUMENTS</th>
<th>FEES COLLECTED</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1. Development of Special Projects/Programs</td>
<td>Conceptualize and package proposal for different funding institutions</td>
<td>Dencio A. Pagbilao Estrella A. Pasion Vivian D. Piar Wyndee Pearl Anne A. Lucas Enrile M. Eniego Vilma J. Buen Jobee A. Hobli Bernard S. Natividad</td>
<td>3 months 3 months 2 months</td>
<td>Household Surveys Result, Maps, Minutes of Brgy. Consultations</td>
<td>NONE</td>
<td>SPU Office, Capitol Hills, Cabarroguis, Quirino</td>
<td></td>
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<tr>
<td></td>
<td>1. World Bank – Department of Agriculture</td>
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<td></td>
<td>2. Korea International Cooperation Agency (KOICA)</td>
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<td>3. Department of Environment and Natural Resources (DENR)</td>
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<td>4. People’s Survival Fund (PSF)</td>
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</tbody>
</table>
### Coordinate with implementing agencies (concerned offices):

- **WB-DA project**: PEO, OPag, BAC, PLO, OPAc, PPDO
- **KOICA project**: PVet, OPAg, PNREO, PEO, Q-Life, PBO, BAC, Project Management Consultant (PMC)
- **DENR project**: PNREO, OPAg, PVet, Q-Life
- **PSF**: PNREO, OPAg, PVet, Q-Life

### Service Pledge

We, the officials and employees of the Special Projects Unit, pledge to deliver quality public services as promised in this Citizen’s Charter. We will provide prompt and reliable service to our clients.

**Bernard S. Natividad**  
Administrative Aide III

**Jobee A. Hobli**  
Administrative Aide IV

**Vilma J. Buen**  
Security Agent I

**Enrile M. Eniego**  
Agricultural Technician II

**Wyndee Pearl Anne A. Lucas**  
Administrative Officer III

**Vivian D. Pilar**  
Administrative Officer III

**Estrella A. Pasion, EnP**  
OIC-PNRE Officer

**Dencio A. Pagbilao, EnP**  
Prov’l Planning & Dev’t Coordinator

### 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 Mechanisms

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 in the Suggestion Box provided for the purpose of the lobby of the Capitol or you may call

ENGR. DENCIO A. PAGBILAO, CP # 09175007275
FOR. ESTRELLA A. PASION, CP # 09171425328