



**CITIZEN'S CHARTER
 INFORMATION BILLBOARD**

VISION

A progressive province of God-loving and empowered citizens living peacefully in an economically stable, ecologically sustainable and investment- friendly environment enjoying the benefits of adequate infrastructure and an advance information and communication technology in pursuit of its continuing development under good governance.

MISSION

Quirino province exist to uplift the quality of life of every Quirinian through the provision of basic social and economic services by competent service providers, supported with adequate infrastructure and efficient utilization of resources.

OFFICE	STEP	STEP BY STEP PROCEDURE		PERSON RESPONSIBLE	MAXIMUM WAITING TIME	REQUIREMENTS/SUPPORTING DOCUMENTS	FEES Collected, if any	LOCATION
		CLIENT	SERVICE PROVIDER					
MEDICAL ASSISTANCE (Guarantee Letter) (Processing)	1	Submit Doctor's Prescription and other supporting documents.	Interview requesting party.	Ofelia V. Martinez Shirley Sugot Juliet Rafal John Cris Bernando	3 minutes	1. Prescription from the Physician (Hospital bill, Laboratory, Medicine)	n o n e	Second Floor, Capitol Building, Cabarroguis, Quirino
	2		Review/screen submitted documents		20 minutes			
	3		Approval of the Governor or authorized representative.		48 hours			
	4		Released approved guarantee letter		30 minutes			
BURIAL ASSISTANCE (Processing)	1	Submit request letter and other supporting documents.	Interview requesting party.	Ofelia V. Martinez Shirley Sugot Juliet Rafal John Cris Bernando	3 minutes	1. Request Letter 2. Barangay Certificate of Indigency. 3. Funeral Contract (original) 4. Xerox copy of Death Certificate 5. Xerox copy of valid I.D.	n o n e	Second Floor, Capitol Building, Cabarroguis, Quirino
	2		Review/screen submitted documents		20 minutes			
	3		Approval of the Governor or authorized representative.		48 hours			
	4		Process documents.		118 hrs. & 20 mins.			
	5	Proceed to Cashier's Office for the payment of the request.	Released check/cash		30 minutes			

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FINANCIAL ASSISTANCE (Processing)	1	Submit request letter and other supporting documents.	Interview requesting party.	Ofelia V. Martinez Shirley Sugot Juliet Rafal John Cris Bernando	3 minutes	1. Request Letter 2. Certificate of Indigency 3. Medical Certificate/ Clinical Abstract 4. Hospital bill, prescription, Laboratory, Official Receipt 5. Xerox copy of valid I.D.	n o n e	Second Floor, Capitol Building, Cabarroguis, Quirino
	2		Review/screen submitted documents		20 minutes			
	3		Approval of the Governor or authorized representative.		48 hours			
	4		Prepare documents (payroll, ObR, DV)		1 hour			
	5		Process documents.		118 hrs. & 20 mins.			
	6	Proceed to Cashier's Office for the payment of the request.	Released check/cash		30 minutes			
EDUCATIONAL ASSISTANCE (Processing)	1	Submit request letter and other supporting documents.	Interview requesting party.	Meridy Villanueva Cynthia O. Natividad Glover Jean Villanueva Vivian Peralta	3 minutes	1. Request Letter 2. Photocopy of Enrollment Form/ Assessment Record 3. Certificate of Residency	n o n e	Second Floor, Capitol Building, Cabarroguis, Quirino
	2		Review/screen submitted documents		20 minutes			
	3		Approval of the Governor or authorized representative.		48 hours			
	4		Prepare documents (payroll, ObR, DV)		1 hour			
	5		Process documents.		118 hrs. & 20 mins.			
	6	Proceed to Cashier's Office for the payment of the request.	Released check/cash		30 minutes			

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RESOLUTION/REQUEST FOR GRANTS AND DONATIONS - Barangays - Senior Citizens - Rural Improvement Clubs - Schools - NGOs	1	Submit resolution/request	received resolution/request	ROWENA PANIT CYNTHIA NATIVIDAD MARICEL MORAN ANA MARIE Dumlao		1. Resolution/Request	n o n e	Second Floor, Capitol Building, Cabarroguis, Quirino
	2		review and screen submitted		20 mins.			
	3		check outstanding balance of requesting agency or barangay.					
	4		approval of the Governor		48 hours			
	5		prepare and process documents		455 hours			
	6	Proceed to: General Services Office (PGSO) Provincial Engineering Office (PEO) Cashier's Office	released approved request		30 minutes			
JOB RECOMMENDATION	1	Submit application letter and other pertinent documents.	received application letter with complete attachment.	ARLENE PALLAYA RELINA PASCUA	20 minutes	1. Application letter 2. Personal Data Sheet 3. Credentials	n o n e	Second Floor, Capitol Building, Cabarroguis, Quirino
	2	Received file copy for follow-up	Prepare recommendation		2 hours			
	3		approval of the governor		21 hours & 20 minutes			
	4	received signed recommendation letter	released recommendation letter		30 minutes			
USING GOVERNMENT FACILITIES	1	Submit letter of request for the facilities to be used.	received letter of request.	FE ROSETE ARLENE PALLAYA OFELIA MARTINEZ	2 minutes	1. Request letter	n o n e	Second Floor, Capitol Building, Quirino
	2		approval of the Governor or his duly representative		2 minutes			
	3		forward the request to office concern for scheduling.					
	4		Released approved request		1 minute			
REQUEST FOR EMBALMER	1	Submit request letter	received request letter for embalming	ARLENE PALLAYA OFELIA MARTINEZ	2 minutes	Request letter duly approved by the Barangay Captain	n o n e	Second Floor, Capitol Building, Quirino
	2		approval of the Governor or his duly representative		1 minute			
	3	received approved request	forward the request to PGSO		2 minutes			
	4		Released approved request					

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EMPLOYMENT OF JOB ORDERS	1	Submit application letter	received application letter	RELINA PASCUA ARLENE PALLAYA GLOVER JEAN VILLANUEVA	15 minutes	Application Letter with credentials and other supporting documents	n o n e	Second Floor, Capitol Building, Quirino
	2		forward to office concern for endorsement		10 minutes			
	3		forward to EA for schedule of interview		167 hours & 20 minutes			
	4		approval of the Governor		48 hours			
ISSUANCE OF OFFICE ORDERS TO JOB ORDERS	1	Present approved renewal/ application letter	Prepare Office Order	FE ROSETE PASCUA RELINA ARLENE PALLAYA	3 hours	Approved application letter	n o n e	Second Floor, Capitol Building, Cabarroguis, Quirino
	2		for signature of Governor or his duly representative		68 hours 40 minutes			
	3	Received approved Office Order	released of approved Office Order		20 minutes			
PHILHEALTH ASSISTANCE/ ENROLLMENT	1	Submit requirements and accomplish Personal Record Membership Form (PRMF)	received and review the accomplished form	ANGELITAY. AGUSTIN MA. ELENA SUMULAT MARY JANE LAGGUI	2 minutes	1. xerox copy of marriage contract (for Married member) 2. xerox copy of birth certificate of qualified dependents. 3. certification of residency signed by the barangay captain	n o n e	Second Floor, Capitol Building, Cabarroguis, Quirino
	2	a.) emergency case/s	email necessary documents to the PhilHealth Regional Office		2 minutes			
		b.) non-emergency case/s	submit forms/necessary documents to the nearest PhilHealth office.					
	3	proceed to PhilHealth Office for the issuance of Member Data Record (MDR)	issue certification of renewal		1 minute			
LIVELIHOOD ASSISTANCE	1	Submit request letter as beneficiary	interview and provide forms	QLIFE	2 hours	1. 2 pcs. 2x2 picture 2. 2 pcs. Xerox copy cedula 3. certification of residency signed by the barangay captain 4. PGO/QLIFE/DAQUILA Form 5. approved letter request	n o n e	Second Floor, Capitol Building, Cabarroguis, Quirino
	2	submit complete requirements	evaluate and schedule for seminar/validate area for specific project identified		150 hours			
	3	attend sheduled seminar (bookkeeping and entrepreneurship	conduct seminar		24 hours			
	4	release of funds	continuous monitoring		160 hours			

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INCOMING/OUTGOING CORRESPONDENTS	1	receive and record incoming and outgoing communications i.e. letter, memo, request, correspondents and others		FE ROSETE MARITESS SOBREPEÑA RELINA PASCUA ARLENE PALLAYA MARINETTE SABALLA	10 minutes		n o n e	Second Floor, Capitol Building, Cabarroguis, Quirino
	2	released acted communications for dessimination						
	3	file documents for record purposes						