



Provincial Government of Leyte
CITIZEN'S CHARTER

MISSION, VISION AND CORE VALUES of the Provincial Government of Leyte

- **MISSION STATEMENT**

The Provincial Government of Leyte exists to provide governance through:

- the efficient delivery of people-centered socio economic services;
- the harnessing of the full potential of indigenous natural and human resources;
- partnerships with government, private and citizenry;

In a balanced and sustainable environment and in order to improve the quality of life of all Leyteños.

VISION STATEMENT

By 2010, the Province is an Information and Communication Technology (ICT) hub of Eastern Visayas, the production center for crops, livestock, and marine products, and a preferred tourism destination for history, culture, and nature travel.

The Leyteños are healthy, educated, skilled, gainfully employed, and active participants in the implementation of community programs and projects.

The Provincial Government of Leyte, manned by competent and highly committed employees, is seen as a leading force in regional development.

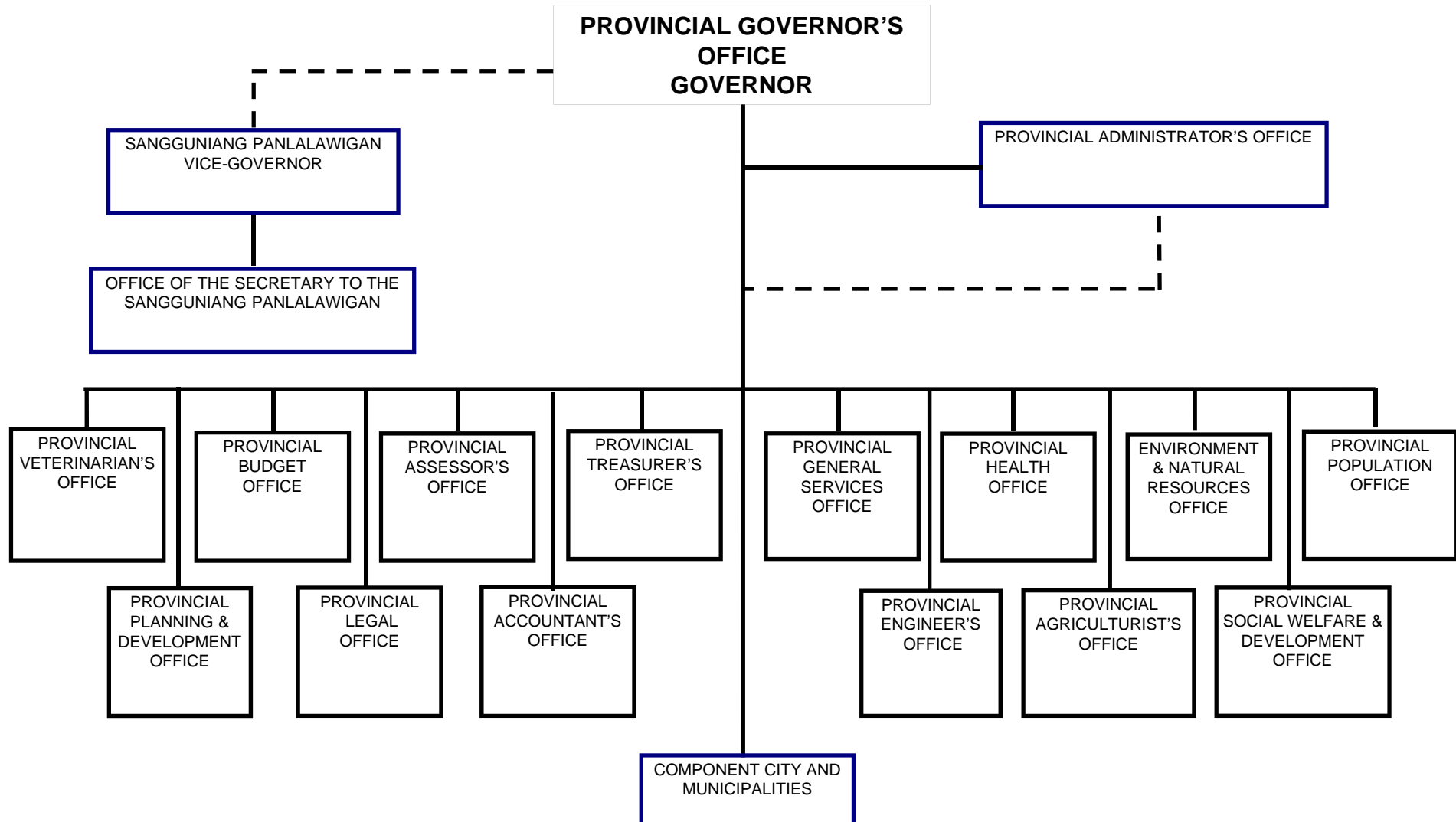
CORE VALUES

The officers and employees of the provincial government of Leyte profess to live by the following core values:

- 1. Service orientation or client-responsive service*
- 2. Honesty*
- 3. Efficiency*

ORGANIZATIONAL CHART PROVINCIAL GOVERNMENT OF LEYTE

as of December 31, 2010



ORGANIZATION AND MANAGEMENT

- The Declaration of Policy in Section 2(a), Chapter 1, Title One, Book I of the Local Government Code of 1991 states that *“It is hereby declared the policy of the State that the territorial and political subdivision of the State shall enjoy genuine and meaningful local autonomy to enable them to attain their fullest development as self-reliant communities and make them more effective partners in the attainment of national goals. Towards this end, the State shall provide for a more responsive and accountable local government structure instituted through a system of decentralization whereby local government units shall be given more powers, authority, responsibilities and resources. The process of decentralization shall proceed from the national government to the local government units.”*

Sectoral Service/Office	General Functions
<i>A. Economic Services</i>	
1. Office of the Provincial Agriculture (OPA)	Develops plans and strategies and implements the same which have to do with agricultural programs and projects which the Governor is empowered to implement and which the SP is empowered to provide.
Environment and Natural Resources Office (ENRO)	Formulates measures and plans and implements the same for the protection, conservation and maximum utilization, application of appropriate technology and other matters related to the environment and natural resources.
Provincial Veterinarian's Office (PVO)	Be in the frontline of veterinary-related activities such as Formulating measures and developing plans and strategies relative to the delivery of basic veterinary services, the regulation of domestic animals.
4. Provincial Engineer's Office (PEO)	Administers, coordinates and supervises the construction, maintenance, improvement and repair of roads, bridges and other engineering and public works undertakings of the province.

B. Social Services

1. Provincial Health Office (PHO)

Administers, coordinates and supervises the efficient delivery of basic health services and the provision of adequate health facilities to promote the health of the people

2. Provincial Population Office (PPO)

Develops plans and implements the same for the integration of population development principles and methods .

Provincial Social Welfare and Development Office (PSWDO)

Facilitates the Implementation of social welfare programs for the disadvantaged groups and be at the frontline of service delivery in times of disaster and calamities.

C. General Services

1. Office of the Provincial Warden (OPW)

Formulates measures and implements the same for the improvement of the care and rehabilitation of inmates and for the management of provincial jails and sub-jails.

2. Provincial Accountant's Office (PAccO)

Responsible for the accounting and internal audit services of the provincial government.

<i>Sectoral Service/Office</i>	<i>General Functions</i>
General Services (Continued)	
3. Provincial Assessor's Office (PAssO)	Be at the frontline in the appraisal and assessment of real properties for taxation purposes and ensures that appropriate valuation and assessment procedures and practices are executed.
4. Provincial Budget Office (PBO)	Responsible for budgetary administration and services and ensures that funds are appropriated for local governance and operations.
5. Provincial Governor's Office (PGO)	Supervises and controls programs and services, and enforces the rules relative to the administration of the province to ensure efficient, effective and economical governance the purpose of which is the general welfare of the province and its people.
6. Provincial General Services Office (PGSO)	Ensures that supplies, materials, and equipment are delivered and accounted for and undertakes general services anent the maintenance of provincial buildings and their environs.

7. Provincial Legal Office (PLO)	Provides legal counseling and services to the provincial government and other local government units.
8. Provincial Planning and Development Office (PPDO)	Prepares a comprehensive development plan for the province and monitors and evaluates the implementation of the various programs in the province.
9. Provincial Treasurer's Office (PTO)	Takes custody of and exercises proper management of the funds of the provincial government from tax collection, revenue generation and other sources.
D. Legislative Services	
1. Sangguniang Panlalawigan (SP)	Enacts laws and ordinances on taxes and other fees, reviews the applications of such ordinances, and enforces the laws relative to the creation of barangays and compensation of officials.

On Going Programs & Projects of the Province of Leyte

- Leyte ICoT (Information & Communication Technology Park
- Technology Business Incubator (TBI) for ICT Based SMEs
- Tourism Development & Promotion
- Health & Social Services Delivery
- ICOT (Inter-Community Operation Tambulig) Caravan
- Leyte ICOT-P (Income Creating Opportunities thru Technology Project)
- Leyte IDOL (Icot's Dream for the Young Talents Of Leyte)
- Disaster Risk Management thru the Community Based Flood Management Program

Procedures in Filing Complaints

- 1. File complaints using the prescribed complaint form stating the following :
 - a. Name of the complainant
 - b. Address
 - c. Contact address
 - d. Person or services being complained of
- 2. The Provincial Governor's Office will forward complaint to concerned office for adjudication.
- 3. Provincial Governor's Office will monitor until a resolution is reached or the proper disciplinary action is meted.

Names and Contact Details whom Clients can file Complaint

- Vincent L. Emnas 321-2180
- Pinky I. Soledad 523-4927
- Purita H. Real 523-4927
- Dr. Linda Teresa T. Astorga 323-3118 (hospital)