

Attachment 3. Major Accomplishments of the Provincial Government of Cavite for FY 2012

LOCAL ADMINISTRATION SECTOR

1. GAWAD PAMANA NG LAHI

The *Gawad Pamana ng Lahi* Award is a total award concept given annually starting CY 2011 that is conferred to all deserving Local Governments for their commendable performance across major development initiatives in four (4) major areas of governance (administrative, social, economic, and environmental).

This prestigious Award is presented by the Department of the Interior and Local Government in keeping with its mandate on good governance, valuing the principles of transparency, accountability and performance as a strong foundation of a responsible government.

The criteria for the selection of winners includes the exemplary performance information that is drawn from the database of the on-line Local Governance Performance Management System (LGPMS), seal of good housekeeping, international organization or national government agency-bestowed awards and acknowledged innovations.

For 2012, Cavite is once again a regional awardee for the said award giving body. We also vied for the national award and were able to garner up to second spot, next to Albay in the entire country. The award was conferred last March 18, 2013.

2. PROVINCIAL GOVERNMENT OF CAVITE QUALITY MANAGEMENT SYSTEM OR ISO 9001:2008 CERTIFICATION



CERTIFICATE NUMBER: **AJA12-0026**

Legal Basis:

Executive Order (EO) 605 – Institutionalizing the Structure, Mechanism and Standards to implement the Government Quality Management Program (GQMP) amending for the purpose Administrative Order No. 161, S. 2006.

By the virtue of the said Executive Order, the Philippine Government continuously pursue measure to bring

about improvement in public service through Quality Management System (QMS) and encourage Local Government Units (LGUs) to adopt the ISO 9001:2008 as part of the implementation of government-wide Quality Management Program.

ISO 9001:2008 – Quality Management System

ISO 9001:2008 is a set of international standard for Quality Management System designed for an organization to manage its processes, so that its services satisfy the customer's quality requirements, complies with regulations, and meeting quality objectives and continually improving it.

A Quality Management System is the way in which an organization can direct and control its activities in order to satisfy the needs and expectations of citizens. Broadly, it consists of the organizational structure, together with the plan, processes, resources and documentation needed to achieve the quality objectives and to provide continual improvement of the services that are being provided,

Provincial Government of Cavite's (PGC) ISO 9001:2008 Quality Management System Certification

The Provincial Government of Cavite received its ISO 9001:2008 QMS compliance attestation, an evidence of completion, a recommendation for certification, on May 4, 2012 from the audit team of Anglo-Japanese American (AJA) Registrar, Inc., after two series of assessment, verification and validation to the readiness of the PCG in implementing the QMS requirements. Subsequently, on the same day, the Provincial Government of Cavite was officially declared by the Anglo-Japanese American (AJA) Registrar, Inc., an accredited certifying body by the Member of Multilateral Recognition Arrangement and PAB, as an ISO 9001:2008 QMS compliant bearing Registration Certificate No AJA12-0026.

The scope of the certification covers the following processes in the Provincial Government of Cavite:

- Issuance of Recommendation Letter for Employment – Office of the Provincial Governor
- Management of Local Legislation – Office of the SangguniangPanlalawigan
- Simple Transfer of Ownership and Transfer of Tax – Office of the Provincial Assessor
- Collection of Real Property Tax and Transfer Tax – Office of the Provincial Treasurer
- Hiring, Training and Performance Evaluation –Provincial Human Resource Management Office
- Workplace Improvement and Maintenance, Procurement, Supply and Property Management – Provincial General Services Office
- Trouble shooting/Repair, Maintenance and Project Management of IT System and Equipment – Provincial Information Technology Department.

PGC ISO 9001:2008 Quality Management System Requirements

The Provincial Government of Cavite had an existing Citizen's Charter for its frontline services with process map for each operation that controls the effective implementation of its processes. These have been incorporated in the Quality Manual which serves as the basis for Quality Management System (QMS) compliance as part of the general requirements set forth by ISO 9001:2008.

Quality Policy statement aligned with its purpose/intention, taking into consideration the established vision and mission statements, and consistent with the requirements of QMS had been communicated and understood by all employees.

Measurable Quality Objectives supported by Work Instructions and Quality Plan as well as Measurable performance indicators consistent with the quality policy have been identified to determine the effectiveness and efficiency of each process. Likewise, additional mechanism has also been provided to monitor and measure the performance of the processes through Internal Quality Audits and Management Reviews.

Documented procedures required by ISO 9001 have been established, which include: Control of Documents, Control of Records, Control of Nonconforming Services, Internal Quality Audit, Corrective and Preventive Action.

The Quality Management Office

The Provincial Government of Cavite through SangguniangPanlalawigan has passed Ordinance No. 017-2012, approved by the Provincial Governor, adopting the Quality Management System as the mandatory system of operations to be implemented in the seven (7) offices certified by AJA Registrars as ISO 9001:2008 compliant. Likewise, Ordinance No. 018-2012 was also adopted by the SangguniangPanlalawigan officially creating the Quality Management Office, under the Office of the Provincial Governor (OPG), determining its composition, duties and functions and appropriating funds necessary for the operation thereof.

A Quality Management Representative has been appointed to ensure QMS implementation and to report its performance to the top management. Committees were created and responsibilities have been defined and communicated.

Management reviews were conducted. Inputs include the results of internal quality audit, status of corrective/preventive actions, customer feedback, and process performance. PGC Management communicates information on the QMS through meetings, employee orientations, special order, etc. PGC employees are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.

Service Satisfaction

The Provincial Government of Cavite demonstrates controls to ensure service provision through the established Citizen's Charter process flowcharts. It exercises care with customer property, e.g. customer personal information. Code numbers, logbooks, route slips, etc. are used to identify and trace the service at all stages of service realization.

PGC management fully supports the provision of better working environment for its employees and its clients. Necessary infrastructure such as buildings, workspace, and equipment are provided to ensure conformity to service requirements. 5S good housekeeping is implemented and maintenance program is in place. Waiting areas for clients are available. Feedback/suggestion boxes were installed to hear client comments and suggestions. PGC reviews and evaluates and analyses feedback/suggestions received.

Improvement

The Provincial Government of Cavite is committed to continuously provide its client prompt, effective and efficient services delivered with confidence, honesty, integrity, equality, transparency and accountability as such it has established a documented procedure for corrective and preventive actions for continuous improvement.

3. CREATION OF PROVINCIAL INFORMATION AND COMMUNICATIONS TECHNOLOGY OFFICE (PICTO)

Province of Cavite: Making Its Way in Leading ICT Projects

The Province of Cavite is making its way to being a world class province through the attainment of ISO 9001:2008 certification, initiation and execution of continuous improvement projects, and implementation of various innovations. Governor Juanito Victor C. Remulla, Jr. firmly believes in technological advancements and highly supports these initiatives. On April 10, 2012, by virtue of Resolution No. 117-S-2012 passed by the SangguniangPanlalawigan and approved by the Provincial Governor, Provincial Information and Communications Technology Office (PICTO) was officially established as the department tasked to manage and implement ICT projects in the province. Headed by Ms. Camille Lauren V. Del Rosario, the office is now being recognized in system development projects that will improve the current procedures of the provincial government to ensure efficient and effective delivery of services. Some of these projects are the Real Property Tax System (RPTS), e-Provincial Scholarship Program (ePSP), and Client's Feedback Monitoring System. Additionally, trainings and events promoting the industry were

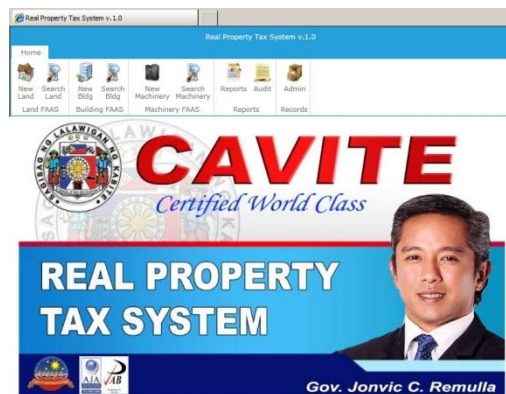
also conducted last year such as the ICT Roadshow and Training of DepEd ICT Teachers in Jeollabukdo, South Korea.

Other than system developments, the Provincial Government of Cavite also promotes the opportunities of the ICT industry in investments and employments. Last October 23-24, 2012, the Cavite Information and Communications Technology Council together with the Department of Science and Technology – Information and Communications Technology Office conducted an **ICT Roadshow** with the theme, “*Next, Wave Cities: Harnessing ICT for Smarter Countryside.*” The event was attended by major stakeholders of the industry such as the academe, BPO companies, LGUs, government agencies, etc. An ICT-BPO Job Fair in the second day comprised of major BPO companies to offer job and training opportunities to Caviteños was also conducted.



4. REAL PROPERTY TAX SYSTEM

This project aims to establish the connectivity of Treasurer's Office and Assessor's Office for easy and fast collection of taxes. It provided computerized assessment and computation that will cut the waiting time of clients into approximately more than half from the current procedure. The system connected all municipalities to the province for simple and trouble-free monitoring and collection. The Provincial System will be fully launched in the 1st quarter of 2013 while the Municipal System will continuously be implemented throughout the province for the rest of the year.



5. SANGGUNIAN PANLALAWIGAN PAPERLESS SESSION

With the advent of new technology, the Sangguniang Panlalawigan is now the first legislative body conducting a paperless session. Through the assistance of the Provincial Information and Communications Technology Office (PCTO), the members of the Legislative body are now using iPad's Dropbox Application during sessions. This has enabled the office to minimize its use of paper for the reproduction of needed documents during sessions.



In an article of Mr. Ruel Francisco of the Philippine Information Agency, he discussed on the positive contribution of using this technology in modern governance. The article is as follows:

TRECE MARTIRES CITY, Cavite, Dec. 7 2012 (PIA) -- The advent of modern technology gave the Cavite Provincial Council (Sangguniang Panlalawigan) a

new tool to review, discuss and eventually approve necessary ordinances in their regular Monday session.

Dubbed “paperless session”, Vice Governor and Presiding Officer Recto Cantimbuhan and members of the provincial council set aside the usual ‘Agenda Folder’ during their regular session with their iPad tablet.

Michelle F. Alcid, Provincial Board secretary said the use of iPad is to save provincial government thousands of pesos in terms of office supplies expenses such as bond papers, toners, inks among others every time that the provincial board members conducted a session.

She said with the “paperless session” the order of business, all attachments including minutes of the previous session need not be photocopied in multiple copies. With the iPad application dropbox, which the Provincial Information and Communications Technology Office programmed, all documents needed with every session will only be uploaded and linked to all provincial council members for easy access and are readily available in areas with internet connection.

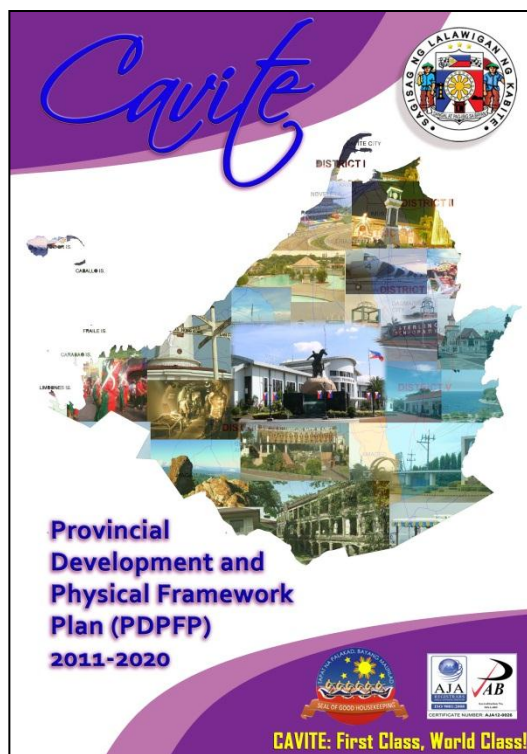
Alcid also revealed that from January to November of this year, the provincial council passed 34 ordinances among which are Ordinances adopting the Manila Bay Oil Spill Contingency Plan (MBOSCP), requiring all malls and recreational

facilities in the province to have first aid clinic within their premises, declaring first week of December 2012 and every year thereafter as Government Employees Week in the province, Anti-Trafficking in persons, prohibiting animal cruelty and dog fighting and adopting the provisions of republic Act 8485, declaring first week of December 2012 and every year as Youth Week (LingongKabataan) in the province and other relevant ordinances supported and approved by Governor Jonvic Remulla. (Ruel Francisco, PIA-Cavite/PICAD)

6. APPROVAL OF THE PROVINCIAL DEVELOPMENT AND PHYSICAL FRAMEWORK PLAN (PDPFP) 2011-2020 OF THE REGIONAL LAND-USE COMMITTEE (RLUC)

The Provincial Development and Physical Framework Plan (PDPFP) is a planning document of the provincial government that creates the over-all picture of development of Cavite in the next ten (years). The PDPFP is the basis for coming up with the Local Development Investment Plan, Annual Investment Program as well as Annual Budget.

The PDPFP embodies all the proposed development in the entire province covering all sectors of the society and the environment. Through this document, the provincial government can be able to create efficient development program until the year 2020. Likewise, this will serve as the reference material for the conduct of monitoring and evaluation whether the plan was accomplished or not. The plan serves as the translated vision of the local chief executive for the province in the next 10 years.



SOCIAL SECTOR

7. E-PROVINCIAL SCHOLARSHIP PROGRAM



Information technology advancement results to more efficient service delivery for Cavite constituents. Provision of educational assistance among Cavite students is one of the priority projects of the administration and by utilizing the ICT visibility of the provincial government, thus the online scholarship application was developed. It is designed for Caviteño college students who would like to apply for the scholarship grant of the province. It aims to fast track the application process and to promote transparency by automatic sorting of highest scores with lowest income applicants. Applications are filled up and applied online for the convenience of the applicants. Furthermore, the ePSP website (www.cavite.gov.ph/psp) reduced the processing time into half which in turn resulted to faster distribution of grants. In cooperation with Landbank of the Philippines, grants were also distributed through ATM cards. A total of 3,447 students were given educational assistance comprising of College Students, Post Graduate Students, Children/Youth in need of Special Social Services and Selected Students during the conduct of Ugnayansa Barangay.

Client	Number of Clients Served
College Students (On-line Application)	1810
Post Graduate Students, School Coordinators	868
Children/Youth in need of Special Social Services	725
Selected Students during Ugnayansa Barangay	44
TOTAL	3,447

8. CLIENT'S FEEDBACK MONITORING SYSTEM

In true spirit of transparency and accountability, PICTO developed another system which also heads the Feedback Mechanism Committee of Quality Management Office (ISO). This system automatically generates feedback reports and its ratings based on the client's feedback forms encoded online by its assigned personnel. Complaints are also addressed and investigated within 24 hours. Quarterly reports of overall ratings with complaints and commendations are reported in the Top Management Review. PGC highly recognizes the opinion and/or feedback of its clients in order to continuously improve its services and procedures.



9. PROVISION OF POLICE PATROL CARS TO PNP-CAVITE



To enhance the capability in maintaining peace and order in the province and improve their law enforcement services, Cavite Governor Jonvic Remulla gave the second batch of PNP mobile patrol vehicles to the Cavite Provincial Police Office (CPPO), thru its Provincial Director Senior Superintendent John C. Bulalacao in the presence of

Police Chief Supt. James Andres B. Melad, Regional Director, Police Regional Office IV-A and Police Director Gen. Nicanor A. Bartolome, Chief of Philippine National Police. A total of 20 mobile patrol cars and two multicabs with complete accessories such as blinkers, stickers, sirens and radio communications were given to CPPO in a span of eight months since the governor has taken the seat as the chief executive of the province. Also present during the turnover are Mayor Strike Revilla of Bacoor and Vice Governor Recto Cantimbuhan. The project aims

to improve police visibility and reduce response time of the Cavite policemen towards maintained peace and order in the province.

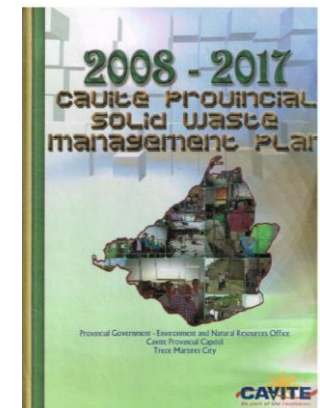
10. INDANG MUNICIPAL HALL

Indang is considered as one of the historical places in Cavite. The town is also home to various heroes of the country. Gov. Jonvic Remulla piloted the groundbreaking ceremony for the new site of Indang Municipal hall recently. In support of Mayor Bienvenido Dimero's vision of providing quality public service to his constituents, the provincial government of Cavite granted P70 million for the construction of a modern municipal hall that will house the different offices of the local government of Indang. The old municipal hall will be turned into a museum which will house pieces of history and culture of the province and the town of Indang.



11. SOLID WASTE MANAGEMENT PLAN

Pursuant to the provisions of Republic Act (RA) 9003 or the Ecological Solid Waste Management Act, the Provincial Government of Cavite through the Provincial Government - Environment and Natural Resources Office (PG-ENRO) organized a long-term Provincial Solid Waste Management Plan 2011-2020 which embodies programs, projects, strategies and contingencies to address the pressing problem of solid waste disposal and management. Cavite's Provincial Development and Physical Framework Plan 2008-2017 identified the improper disposal of solid wastes as one of the major problems of the province paired with the increasing number of population congruent to increased volume of solid wastes. It poses hazards among the Cavite constituents as well as the entire ecosystem affecting both flora and fauna. Furthermore, Cavite is home to around eight hundred industrial



establishments that produces industrial wastes. It is estimated that the total industrial wastes generated in Cavite reaches 1,000 metric tons daily. Around half of it is considered hazardous. The special Technical Working Group was organized and was named Cavite Solid Waste Management Board and the Provincial Government Environment and Natural Resources Office (PG-ENRO) acted as its Secretariat. The TWG is tasked to formulate the Cavite Solid Waste Management Plan 2011-2020. The draft plan was presented to stakeholders on a Board Meeting which was attended by representatives from local government units of all cities/municipalities as well as the private sector. Comments and suggestions were given by the attendees to further improve the Plan. The plan was approved by the Solid Waste Management Board through Board Resolution No. 01-S-2012 on December 06, 2012.

12. PURCHASE OF MEDICAL EQUIPMENT

The following medical equipment were purchased in order to aid in a more advance and responsive medical services in our provincial hospitals:

- 1 unit electrosurgical unit (ESU)
- 17 units large oxygen cylinder stand
- 8 units large oxygen cylinder floor stand
- 1 unit patient monitor
- 1 unit manual rotary microtome
- 1 unit defibrillator
- 3 units phototherapy unit
- 2 units heavy duty stretcher
- 1 unit LED fiber optic bilight
- 1 unit ambulance

13. ESTABLISHMENT OF DISTRICT HOSPITALS

In order to address the needs to respond to the demands for medical and health service, the provincial government, in coordination with different local government units, established district hospitals with the vision of accessible health and medical service to majority of constituents.

Bacoor District Hospital is a Department of Health accredited 10 bed Level 1 facility with Philhealth accreditation as Center of Safety.

The Hospital has 17 permanent employees, 9 Casuals, 8 Job Orders and additional 4 job orders from the municipal government.



The services offered are the following:

- Out patient consultation with consulting specialists (OB, Pedia, Medicine, Surgery)
- Surgery (minor and some major procedures)
- Pediatric admission with provision for NICU services
- Medical admission with the exception of ICU and Neurology cases
- OB services (Dilatation and Curettage, CS, Bemonc/Essential Newborn Care)
- Laboratory (Routine/ Blood Chemistry/BCU/Newborn screening)
- Xray/CT scan/Ultrasound
- Dental services

The hospital also offers pharmacy, Laboratory/Xray/CT scan/Ultrasound and dietary through outsourcing service.

The future plan of the hospital is to upgrade it to a Level 2 Facility with departmentalized clinical care, ICU services, social hygiene clinic, accredited TB DOTS, animal bite center, dialysis center and rehabilitation /PT clinic.

BDH strive to give quality health care services to the people of Bacoor and the nearby municipalities, as well as achieve the Millenium Development Goals of the DOH as part of the Universal Health Care Program of the Government.

Another hospital was established targeting the areas of Carmona, Silang, Gen. Mariano Alvarez and was named the CarSiGMA District Hospital which is the upgraded GMA Medicare Hospital.



OTHER ACCOMPLISHMENTS

Other major accomplishments of the province include:

1. Modular School Buildings
2. Sports Facilities
3. CCTV Systems
4. Medical Missions
5. Relocation Site Land Development
6. Multi-purpose buildings

Under the Economic and Environment Sectors, major accomplishments include:

1. Barangay Livelihood and Entrepreneurial Development Program
2. Provision of Tractors to farmers
3. Improvement of road network
4. Construction and improvement of drainage facilities