



## **DEPARTMENT OF ENGINEERING**

**CITIZEN'S CHARTER  
2024 (1<sup>st</sup> Edition)**



## **DEPARTMENT OF ENGINEERING**

### **CITIZEN'S CHARTER 2024 (1<sup>st</sup> Edition)**



## I. OUR MANDATE

Pursuant to the **Republic Act No. 7160, Article 7, Section 477-** THE LOCAL GOVERNMENT CODE, PROVIDES THE QUALIFICATIONS, POWERS AND DUTIES OF THE CITY ENGINEER

- a) No person shall be appointed engineer unless he is a citizen of the Philippines, a resident of the local government unit concerned, of good moral character, and a licensed Civil Engineer. He must have acquired experience in the practice of his profession for at least five (5) years in the case of the provincial or city engineer, and three (3) years in the case of the municipal engineer.

The appointment of an engineer shall be mandatory for the provincial, city, and municipal governments. The city and municipal engineer shall also act as the local building official.

- b) The engineer shall take charge of the engineering office and shall:
  - 1) Initiate, review and recommend changes in policies and objectives, plans and programs, techniques, procedures, and practices in infrastructure development and public works in general of the local government unit concerned;
  - 2) Advise the governor or mayor, as the case may be, on infrastructure, public works, and other engineering matters;
  - 3) Administer, coordinate, supervise, and control the construction, maintenance, improvement, and repair of roads, bridges, and other engineering and public works projects of the local government unit concerned;
  - 4) Provide engineering services to the local government unit concerned, including investigation and survey, engineering designs, feasibility studies, and project management;
  - 5) In the case of the provincial engineer, exercise technical supervision over all engineering offices of component cities and municipalities; and
- c) Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

Pursuant to the Executive Order No. 5 (Series of 2015), Office of the City Mayor.



## **II. OUR VISION**

The Department of Engineering envisions itself to have implemented hand-in-hand with the Chief Executive, basic facilities and infrastructures that shall ensure environmental protection and social security through a culture of organizational excellence.

## **III. OUR MISSION**

To provide efficient basic infrastructure services at all times, by continuously strengthening the Department of Engineering's organizational backbone through professionalism, cooperation and shared values.

## **IV. OUR SERVICE PLEDGE**

We, the officials and employees of the Department of Engineering commit to:

- Provide improved basic facilities and Infrastructure;
- Provide the user-friendly Frontline Service List to clients, indicating services the QCDE can offer to them;
- Foster good client relations with the constituents of this City by serving them with utmost courtesy by Authorized Personnel with proper identification from Monday to Friday, 8:00 am to 5:00 pm, without noon break;
- Respond to the constituent's complaint about our services the soonest or within the day through our Central Communications Team, and take corrective measures; and
- Make the public aware of our activities and available services.



## LIST OF SERVICES

### Road, Drainage, and Bridges Maintenance Division

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**Road, Drainage, and Bridges  
Maintenance Division  
External Services**



## A. ASPHALT PATCHING

For the maintenance and repair of roads in Quezon City.

|  |   |  |                        |  |
|--|---|--|------------------------|--|
| <b>Office/Division</b>   |   | Road, Drainage, and Bridges Maintenance Division   |                        |  |
| <b>Classification</b>  |   | Highly Technical   |                        |  |
| <b>Type of Transaction</b>   |   | G2C (Government to Citizen)  |                        |  |
| <b>Who may Avail</b>   |   | Residents of Quezon City   |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b>   |                        |  |
| 1. Letter-Request via official e-mail address, Facebook page, Viber Community with the following information: <ul style="list-style-type: none"> <li>• Name of requestor</li> <li>• Exact location of the reported area/site involved</li> <li>• Contact number</li> <li>• Photos (optional)</li> </ul>  |   | Department of Engineering<br>8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City |                        |  |
| <b>CLIENTS STEPS</b>   | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| 1. Submit the Letter-Request / Report through the department's official e-mail address at <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a><br><br>Through the department's Facebook page at <a href="https://www.facebook.com/QuezonCityDepartmentofEngineering">https://www.facebook.com/QuezonCityDepartmentofEngineering</a><br><br>Through the Department's Viber Community<br><br>Walk-in | 1. Letter-Request received by the Records Section be routed to the Area Engineer / other agencies concerned for appropriate action. | None   | 1 day                  | <i>Receiving Clerk/Central Communications Unit</i><br>Records Section,<br>Administrative Division<br><br><i>Respective Area Engineers Concerned</i><br>Road, Drainage and Bridges Maintenance Division<br><br>Facebook Page / Viber Community Administrator/Moderator<br>Electronic Data Section,<br>Administrative Division |





|              |   |      |   |  |
|--------------|---|------|---|--|
|              | <p>2. Inspection by Area Engineer</p> <p>2.1. Evaluation of reported area/site involved.</p> <p>2.2. Preparation of Program of Works.</p> | None | 7 days  | <i>Respective Area Engineers Concerned</i><br>Road, Drainage and Bridges Maintenance Division  |
|              | <p>3. Inform the client of the inspection's status.</p> <p>3.1. Approval of project is subjected to availability of materials.</p>        | None | <p>With available materials - 7 days</p> <p>If materials are unavailable - variable</p> | <p><i>Respective Area Engineers Concerned</i><br/>Road, Drainage and Bridges Maintenance Division</p> <p><i>Acting Head,</i><br/>Road, Drainage and Bridges Maintenance Division</p> |
| <b>TOTAL</b> |   | None | <p>15 days (with available materials</p> <p>Variable (if materials are unavailable)</p> |  |



## B. DECLOGGING/DESILTING, CRACK SEALING AND INSTALLATION OF MANHOLE COVER & REPAIR OF SIDEWALK/CURB & GUTTER/INLETS

For the maintenance and repair of manhole cover, sidewalk/curb and gutter/inlets in Quezon City.

|   |  |  |                        |  |
|---|--|--|------------------------|--|
| <b>Office/Division</b>  | Road, Drainage, and Bridges Maintenance Division   |  |                        |  |
| <b>Classification</b>   | Highly Technical   |  |                        |  |
| <b>Type of Transaction</b>  | G2C (Government to Citizen)  |  |                        |  |
| <b>Who may Avail</b>  | Residents of Quezon City   |  |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b>   |                        |  |
| 1. Letter-Request via official e-mail address, Facebook page, and Department of Engineering's Viber Community with the following information: <ul style="list-style-type: none"> <li>• Name of requestor</li> <li>• Exact location of reported area/site involved</li> <li>• Contact number</li> <li>• Photos</li> </ul>  |  | Department of Engineering<br>8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City |                        |  |
| <b>CLIENTS STEPS</b>  | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| 1. Submit the Letter-Request / Report through the department's official e-mail address at <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a><br><br>Through the department's Facebook page at <a href="https://www.facebook.com/QuezonCityDepartmentofEngineering">https://www.facebook.com/QuezonCityDepartmentofEngineering</a><br><br>Through the department's | 1. Letter-Request received by the Records Section be routed to the Area Engineer /agencies concerned for appropriate action. | None   | 1 day                  | <i>Receiving Clerk/Central Communications Unit Records Section, Administrative Division</i><br><br><i>Respective Area Engineers Concerned</i><br>Road, Drainage and Bridges Maintenance Division<br><br>Facebook Page / Viber Community Administrator/Moderator Electronic Data Section, Administrative Division |



|                            |  |      |         |  |
|----------------------------|--|------|---------|--|
| Viber Community<br>Walk-in |  |      |         |  |
|                            | <p>2. Inspection by District Engineer and evaluation of reported area /site involved.</p> <p>2.1. Preparation of Program of Works.</p> | None | 7 days  | <p><i>Respective Area Engineers Concerned</i><br/>Road, Drainage and Bridges Maintenance Division</p>  |
|                            | <p>3. Inform the client of the inspection's status.</p> <p>3.1. Approval of project is subjected to availability of materials.</p>     | None | 15 days | <p><i>Respective Area Engineers Concerned</i><br/>Road, Drainage and Bridges Maintenance Division</p> <p><i>Acting Head,</i><br/>Road, Drainage and Bridges Maintenance Division<br/>Department of Engineering</p> |
| <b>TOTAL</b>               |  | None | 23 days |  |



## C. ROAD REPAIR

For the maintenance and repair of roads in Quezon City

|  |  |  |                        |  |
|--|--|--|------------------------|--|
| <b>Office/Division</b>   |  | Road, Drainage, and Bridges Maintenance Division   |                        |  |
| <b>Classification</b>  |  | Highly Technical   |                        |  |
| <b>Type of Transaction</b>   |  | G2C (Government to Citizen)  |                        |  |
| <b>Who may Avail</b>   |  | Residents of Quezon City   |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b>   |                        |  |
| 1. Letter-Request via official e-mail address, Facebook page, and Department of Engineering's Viber Community with the following information: <ul style="list-style-type: none"> <li>• Name of requester</li> <li>• Exact location</li> <li>• Contact number</li> <li>• Photos (optional)</li> </ul>   |  | Department of Engineering<br>8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City |                        |  |
| <b>CLIENTS STEPS</b>   | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| 1. Submit the Letter-Request / Report through the department's official e-mail address at <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a><br><br>Through the department's Facebook page at <a href="https://www.facebook.com/QuezonCityDepartmentofEngineering">https://www.facebook.com/QuezonCityDepartmentofEngineering</a><br><br>Through the Department's Viber Community<br><br>Walk-in | 1. Letter-Request received by the Records Section to be routed to Area Engineer / other agencies concerned for appropriate action. | None   | 1 day                  | <i>Receiving Clerk/Central Communications Unit</i><br>Records Section,<br>Administrative Division<br><br><i>Respective Area Engineers Concerned</i><br>Road, Drainage and Bridges Maintenance Division<br><br>Facebook Page / Viber Community Administrator/Moderator<br>Electronic Data Section,<br>Administrative Division |
|  | 2. Inspection by   | None   | 7 days                 | <i>Respective Area</i>   |



|              |  |      |   |  |
|--------------|--|------|---|--|
|              | <p>District Engineer</p> <p>2.1. Evaluation of reported area/site involved.</p> <p>2.2. Preparation of Program of Works.</p>       |      |   | <p><i>Engineers Concerned</i><br/>Road, Drainage and Bridges Maintenance Division</p>  |
|              | <p>3. Inform the client of the inspection's status.</p> <p>3.1. Approval of project is subjected to availability of materials.</p> | None | <p>With available materials - 7 days</p> <p>If materials are unavailable - variable</p> | <p><i>Respective Area Engineers Concerned</i><br/>Road, Drainage and Bridges Maintenance Division</p> <p><i>Acting Head,</i><br/>Road, Drainage and Bridges Maintenance Division<br/>Department of Engineering</p> |
| <b>TOTAL</b> |  | None | 15 days (with available materials<br>Variable (if materials are unavailable)            |  |



## **Building Maintenance Division External Services**



## A. BUILDING MAINTENANCE

To provide technical and working expertise to different requests made by different Departments and Quezon City as a whole.

|   |   |  |   |   |
|---|---|--|---|---|
| <b>Office/Division</b>  |   | Building Maintenance Division  |   |   |
| <b>Classification</b>   |   | Highly Technical   |   |   |
| <b>Type of Transaction</b>  |   | G2G (Government to Government)   |   |   |
| <b>Who may Avail</b>  |   | Government Offices   |   |   |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b>   |   |   |
| 1. Letter-Request (job description and pictures)<br>2. Thru Phone Request and/ or verbal (emergency or urgent request)  |   | Department of Engineering<br>8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City |   |   |
| <b>CLIENTS STEPS</b>  | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b>  | <b>PERSON RESPONSIBLE</b>   |
| 1. Submit the Letter-Request / Report through the department's official e-mail address at <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a><br><br>Walk-in | 1. Letter-Request received by the Records Section to be routed to Building Maintenance Division for appropriate action.                 | None   | 1 day   | <i>Receiving Clerk/Central Communications Unit</i><br>Records Section,<br>Administrative Division<br><br><i>Acting Head,</i><br>Building Maintenance Division |
|   | 2. Action Engineer<br>2.1. Evaluation of reported area/site involved.<br>2.2. Preparation of Program of Works (Requisition Issued Slip) | None   | 3 days  | <i>Action Engineer</i>  |
|   | 3. Inform the client of the project's status.<br>3.1. Approval of project is subjected to availability of                               | None   | With available materials – 10 days or more variable<br><br>If materials are unavailable - | <i>Action Engineer</i><br><br>Property and Supply Section, Administrative   |



|  | materials    |      | variable   | Division |
|--|--------------|------|--|----------|
|  | <b>TOTAL</b> | None | 14 days (with available materials<br>Variable (if materials are unavailable) |          |





## B. DEMOLITION PERMIT

Issuance of Demolition Permit for Quezon City Government buildings.

|  |  |  |                        |  |
|--|--|--|------------------------|--|
| <b>Office/Division</b>   | Building Maintenance Division  |  |                        |  |
| <b>Classification</b>  | Complex  |  |                        |  |
| <b>Type of Transaction</b>   | G2G (Government to Government)   |  |                        |  |
| <b>Who may Avail</b>   | Government Offices   |  |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b>   |                        |  |
| <ol style="list-style-type: none"> <li>Demolition Permit Application Form / Daily Accomplish signed and sealed by the Civil Engineer/Architect</li> <li>ITRUP – General Form No. 12</li> <li>Site Development Plan of Building to be demolished</li> <li>Demolition Clearance</li> <li>Demolition Request Letter</li> <li>Recent photos of Subject Structure</li> <li>Demolition Procedure (signed by Civil Engineer/Architect)</li> <li>Demolition schedule of work</li> <li>Demolition Cost Estimate</li> <li>Photocopy of PRC ID and PTR of Civil Engineer/Architect in charge</li> </ol> |  | Department of Engineering<br>8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City |                        |  |
| <b>CLIENTS STEPS</b>   | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| <ol style="list-style-type: none"> <li>Submit the Letter-Request / Report through the department's official e-mail address at <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a></li> </ol> Walk-in  | <ol style="list-style-type: none"> <li>Letter-Request received by the Records Section to be routed to Building Maintenance Division for appropriate action.</li> </ol>   | None   | 1 day                  | <i>Receiving Clerk/Central Communications Unit</i><br>Records Section,<br>Administrative Division<br><br><i>Acting Division Head,</i><br>Building Maintenance Division |
|  | <ol style="list-style-type: none"> <li>Course of action               <ol style="list-style-type: none"> <li>Conduct site Inspection</li> <li>Document Check</li> <li>Preparation of Report</li> <li>Issuance of Demolition</li> </ol> </li> </ol> | None   | 4 days                 | <i>Building Maintenance Inspector</i><br>Building Maintenance Division   |



|  |  |      |        |   |
|--|--|------|--------|---|
|  | Permit   |      |        |   |
|  | 3. Route to the City Engineer for approval and signature of Demolition Permit  | None | 1 day  | <i>Assigned Staff<br/>Records Section,<br/>Administrative Division</i>  |
|  | 4. Preparation of endorsement to requesting barangay, copy furnished to General Services Department<br>4.1. Route to the City Engineer for signature<br>4.2. Route to the Records Section, Administrative Division for record and release. |      | 1 day  | <i>Building Maintenance<br/>Inspector<br/>Building Maintenance<br/>Division</i><br><br><i>City Engineer's Staff</i> |
|  | <b>TOTAL</b>   | None | 7 days |   |



## C. MECHANICAL PERMIT

Issuance of Mechanical Permit for Quezon City Government buildings.

|  |  |  |                        |  |
|--|--|--|------------------------|--|
| <b>Office/Division</b>   | Building Maintenance Division  |  |                        |  |
| <b>Classification</b>  | Complex  |  |                        |  |
| <b>Type of Transaction</b>   | G2G (Government to Government)   |  |                        |  |
| <b>Who may Avail</b>   | Government Offices   |  |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b>   |                        |  |
| <ol style="list-style-type: none"> <li>1. Designed plan and specification with sign and seal of PME.</li> <li>2. Brochure / Machine Specification</li> <li>3. Accomplished Mechanical Form with sign and seal of PME</li> <li>4. Cost Estimate</li> <li>5. Program of Works</li> </ol> |  | Department of Engineering<br>8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City |                        |  |
| <b>CLIENTS STEPS</b>   | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| <ol style="list-style-type: none"> <li>1. Submit the Letter-Request / Report through the department's official e-mail address at <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a></li> </ol> Walk-in   | <ol style="list-style-type: none"> <li>1. Letter-Request by the Records Section to be routed to Building Maintenance Division for appropriate action.</li> </ol>   | None   | 1 day                  | <i>Receiving Clerk/Central Communications Unit</i><br>Records Section,<br>Administrative Division<br><br><i>Acting Division Head,</i><br>Building Maintenance Division |
|  | <ol style="list-style-type: none"> <li>2. Course of action               <ol style="list-style-type: none"> <li>2.1. Conduct site inspection</li> <li>2.2. Document check</li> <li>2.3. Preparation of report and</li> <li>2.4. Issuance of Mechanical Permit</li> </ol> </li> </ol> | None   | 3 days                 | <i>Building Maintenance Inspector</i><br>Building Maintenance Division   |
|  | <ol style="list-style-type: none"> <li>3. Route to the City Engineer for approval and signature of Annual Mechanical Certificate to</li> </ol>   | None   | 2 days                 | <i>Building Maintenance Inspector</i><br>Building Maintenance Division   |



|  |   |      |        |                              |
|--|---|------|--------|------------------------------|
|  | <p>Operate.</p> <p>3.1. Preparation of endorsement to General Services Department</p> <p>3.2. Route to the Records Section, Administrative Division for record and release.</p> |      |        | <i>City Engineer's Staff</i> |
|  | <b>TOTAL</b>  | None | 6 days |                              |



## D. ISSUANCE OF PERMIT OR CERTIFICATE TO OPERATE

Inspection of elevators and gensets in the City Government buildings.

|                            |                                |
|----------------------------|--------------------------------|
| <b>Office/Division</b>     | Building Maintenance Division  |
| <b>Classification</b>      | Simple, Complex                |
| <b>Type of Transaction</b> | G2G (Government to Government) |
| <b>Who may Avail</b>       | Government Offices             |

| CHECKLIST OF REQUIREMENTS  | WHERE TO SECURE  |
|--|--|
| 1. Completion form signed and sealed by PME<br>2. Brochure Specifications and Plans<br>3. Identification of Safety Devices<br>4. Actual Load Test<br>5. Load Test Certificate signed and sealed by PME | Department of Engineering<br>8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City |

| CLIENTS STEPS   | AGENCY ACTIONS  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|---|---|-----------------|-----------------|--|
| 1. Submit the Letter-Request / Report through the department's official e-mail address at <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a><br><br>Walk-in | 1. Letter-Request received by the Records Section to be routed to Building Maintenance Division for appropriate action.                           | None            | 1 day           | <i>Receiving Clerk/Central Communications Unit</i><br>Records Section,<br>Administrative Division<br><br><i>Acting Division Head,</i><br>Building Maintenance Division |
|   | 2. Course of action<br>2.1. Conduct site inspection<br>Document check<br>2.3. Preparation of report<br>2.4. Preparation of Certificate to Operate | None            | 3 days          | <i>Building Maintenance Inspector</i><br>Building Maintenance Division   |
|   | 3. Route to the City Engineer for approval and signature of Annual Mechanical Certificate to Operate.   | None            | 2 days          | <i>Building Maintenance Inspector</i><br>Building Maintenance Division   |



|  |   |      |        |                              |
|--|---|------|--------|------------------------------|
|  | <p>3.1. Preparation of endorsement to General Services Department</p> <p>3.2. Route to the Records Section, Administrative Division for record and release.</p> |      |        | <i>City Engineer's Staff</i> |
|  | <b>TOTAL</b>  | None | 6 days |                              |



## E. ISSUANCE OF RENEWAL FOR ANNUAL MECHANICAL CERTIFICATE TO OPERATE

Annual inspection of elevators and gensets in the City Government buildings.

|  |  |  |                        |  |
|--|--|--|------------------------|--|
| <b>Office/Division</b>   |  | Building Maintenance Division  |                        |  |
| <b>Classification</b>  |  | Simple, Complex  |                        |  |
| <b>Type of Transaction</b>   |  | G2G (Government to Government)   |                        |  |
| <b>Who may Avail</b>   |  | Government Offices   |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b>   |                        |  |
| <ol style="list-style-type: none"> <li>1. Completion form signed and sealed by PME</li> <li>2. Load Test certificate (Elevator / Escalator)</li> <li>3. Generators ATS and Electrical Function Test</li> <li>4. Safety Device Test</li> <li>5. Sump Pump Test (if required)</li> </ol> |  | Department of Engineering<br>8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City |                        |  |
| <b>CLIENTS STEPS</b>   | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| <ol style="list-style-type: none"> <li>1. Submit the Letter-Request / Report through the department's official e-mail address at <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a></li> </ol> Walk-in   | <ol style="list-style-type: none"> <li>1. Letter-Request received by the Records Section to be routed to Building Maintenance Division for appropriate action.</li> </ol>  | None   | 1 day                  | <i>Receiving Clerk/Central Communications Unit</i><br>Records Section,<br>Administrative Division<br><br><i>Acting Division Head,</i><br>Building Maintenance Division |
|  | <ol style="list-style-type: none"> <li>2. Course of action               <ol style="list-style-type: none"> <li>2.1. Conduct site inspection</li> <li>2.2. Document check</li> <li>2.3. Preparation of report</li> <li>2.4. Preparation of Annual Mechanical Certificate to Operate</li> </ol> </li> </ol> | None   | 3 days                 | <i>Building Maintenance Inspector</i><br>Building Maintenance Division   |



|  |  |      |        |  |
|--|--|------|--------|--|
|  | <p>3. Route to the City Engineer for approval and signature of Annual Mechanical Certificate to Operate.</p> <p>3.1. Preparation of endorsement to General Services Department</p> <p>3.2. Route to the Records Section, Administrative Division for record and release.</p> | None | 2 days | <p><i>Building Maintenance Inspector</i><br/> Building Maintenance Division</p><br><p><i>City Engineer's Staff</i></p> |
|  | <b>TOTAL</b>   | None | 6 days |  |





## **Equipment Repair and Maintenance Division External Services**



## A. EQUIPMENT REPAIR AND MAINTENANCE

To provide heavy equipment services in support to Engineering District activities and to different Departments and Agencies of Quezon City.

|  |  |  |                            |  |
|--|--|--|----------------------------|--|
| <b>Office/Division</b>   | Equipment Repair and Maintenance Division  |  |                            |  |
| <b>Classification</b>  | Simple   |  |                            |  |
| <b>Type of Transaction</b>   | G2G (Government to Government)<br>G2C (Government to Citizen)                                    |  |                            |  |
| <b>Who may Avail</b>   | Government Offices / Residents of Quezon City  |  |                            |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b>   |                            |  |
| 1. Letter-Request<br>2. Thru Phone Request<br>3. SMS   |  | Standard request form is requested from respective Engineering District Offices of Quezon City |                            |  |
| <b>CLIENTS STEPS</b>   | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b>     | <b>PERSON RESPONSIBLE</b>  |
| 1. Submit the Letter-Request / Report through the department's official e-mail address at <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a> | 1. Verify the requested job order if already inspected, and determine what equipment to be used. | None   | 3 days                     | <i>Receiving Clerk/Central Communications Unit<br/>Records Section,<br/>Administrative Division</i><br><br><i>Division Head,<br/>Equipment Repair and Maintenance Division</i> |
| 2. Others: During emergency situation  | 2. Equipment subject to availability.  | None   |                            |  |
|  | 3. All available equipment   | None   | Standby / Immediate action |  |
| <b>TOTAL</b>   |  | None   | 3 days                     |  |



## **Vertical Project Supervision Division External Services**



## A. ELECTRICAL PERMIT

Requirement for the energization of Government-owned structures.

|   |  |  |                        |  |
|---|--|--|------------------------|--|
| <b>Office/Division</b>  | Electromechanical Section  |  |                        |  |
| <b>Classification</b>   | Complex  |  |                        |  |
| <b>Type of Transaction</b>  | G2G (Government to Government)   |  |                        |  |
| <b>Who may Avail</b>  | National Government and Local Government of Quezon City  |  |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b>   |                        |  |
| <ol style="list-style-type: none"> <li>Letter / e-mail Request</li> <li>Approved Electrical Plan with sign and seal of Professional Electrical Engineer (blue and/or white print)</li> <li>Wiring Permit with sign and seal of authorized Licensed Electrical Practitioner (original), as the case may be and photocopies of valid PRC License and current PTR with three (3) specimen signatures</li> <li>Photocopy of Notice of Award, Notice to Commence, Approved Budget for the Contract and Program of Works</li> </ol> |  | Department of Engineering<br>8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City |                        |  |
| <b>CLIENTS STEPS</b>  | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| 1. Submit the Letter-Request / Report through the department's official e-mail address at <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a>  | 1. Letter-Request received by the Records Section to be routed to Vertical Project Supervision Division Maintenance Division for appropriate action. | None   | 1 day                  | <i>Receiving Clerk/Central Communications Unit</i><br>Records Section,<br>Administrative Division  |
|   | 2. Route to the City Engineer  | None   | 1 day                  | <i>Assigned Staff</i><br>Records Section,<br>Administrative Division   |
|   | 3. Route to Electromechanical Section<br>3.1. Course of action<br>3.1.1. Evaluate Plan<br>3.1.1.1. Document Check<br>3.1.2. Preparation of Report    | None   | 3 days                 | <i>City Engineer's Staff</i><br><br><i>Assigned Electrical Engineers</i><br>Electromechanical Section<br>Vertical Project Supervision Division |



|                                   |   |      |        |  |
|-----------------------------------|---|------|--------|--|
|                                   | 4. Recommendation and issuance of Electrical Permit routed to the City Engineer for signature | None | 1 day  | <i>Head,<br/>Electromechanical<br/>Section<br/>Vertical Project<br/>Supervision Division</i> |
| 2. Pick up the requested document | 5. Route to the Electromechanical Section for the release of Electrical Permit                | None | 1 day  | <i>Assigned Staff<br/>Records Section,<br/>Administrative Division</i>                       |
| <b>TOTAL</b>                      |   | None | 7 days |  |



## B. REQUEST FOR CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI)

Documentary requirement for the energization of Government-owned structures.

|   |  |  |                        |  |
|---|--|--|------------------------|--|
| <b>Office/Division</b>  |  | Electromechanical Section  |                        |  |
| <b>Classification</b>   |  | Simple   |                        |  |
| <b>Type of Transaction</b>  |  | G2G (Government to Government)   |                        |  |
| <b>Who may Avail</b>  |  | National Government and Local Government of Quezon City  |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b>   |                        |  |
| 1. Complete installation of electrical works as per approved electrical plan.<br>2. Insulation Resistance Test. |  | Department of Engineering<br>7 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City |                        |  |
| <b>CLIENTS STEPS</b>  | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| 1. Inform the Office of the completed project for the issuance of CFEI  | 1. Conduct site inspection   | None   | 1 day                  | <i>Assigned Project Electrical Engineer, Electromechanical Section Vertical Project Supervision Division</i> |
|   | 2. Preparation of CFEI report and certificate<br>2.1. Route to the City Engineer for signature | None   | 1 day                  | <i>Assigned Electrical Engineer Electromechanical Section Vertical Project Supervision Division</i>          |
| 2. Secure the requested document  | 3. Route to the Electromechanical Section for the release of CFEI                              | None   | 1 day                  | <i>Assigned Staff Records Section, Administrative Division</i>   |
| <b>TOTAL</b>  |  | None   | 3 days                 |  |



## **Technical Management Division External Services**



## A. INFRASTRUCTURE BILLING CYCLE

### Accomplishment Billing

|  |  |  |                        |  |
|--|--|--|------------------------|--|
| <b>Office/Division</b>                                       |  | Technical Management Division  |                        |  |
| <b>Classification</b>  |  | Highly Technical   |                        |  |
| <b>Type of Transaction</b>                                   |  | G2B (Government to Business)   |                        |  |
| <b>Who may Avail</b>   |  | Contractors  |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>                             |  | <b>WHERE TO SECURE</b>   |                        |  |
| 1. Letter-Request for billing addressed to the City Engineer |  | 1. Provided by the contractor (signed by duly authorized representative) |                        |  |
| <b>CLIENTS STEPS</b>   | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| 1. Submit letter-request                                     | 1. Letter from Contractor received by Records Section, Administrative Division   | None   | Realtime               | <i>Receiving Clerk</i><br>Records Section,<br>Administrative Division  |
|  | 2. Route to Technical Management Division<br>2.1 Course of action<br>2.1.1. Mobilization<br>2.1.1.1. Preparation of Disbursement Voucher<br>2.1.2. Progress Billing<br>2.1.2.1. Preparation of Billing Statement and Disbursement Voucher<br>2.1.3. Final Billing<br>2.1.3.1. Preparation of Billing Statement | None   | 1 day                  | <i>Assigned Staff</i><br>Records Section,<br>Administrative Division<br><br><i>Billing Officer</i><br>Technical Management<br>Division<br><br><i>Admin Support Staff</i><br>Technical Management<br>Division |
|  | 3. Route to Project Supervision Division<br>3.1. Mobilization<br>3.1.1. For attachment of Pre-   | None   | 1 day                  | <i>Chief, Implementing Division</i><br><br><i>Head, Quality Control Unit</i>   |





|  |   |      |       |                      |
|--|---|------|-------|----------------------|
|  | <p>Construction Report and Photos</p> <p>3.2. Progress Billing</p> <p>3.2.1. For Validation and Signature of Work Accomplished</p> <p>3.3. Final Billing</p> <p>3.3.1. For Validation and Signature of Statement of Work Accomplished and Certification of Completion</p> <p>3.3.2. For Signature of As-Built Plans</p> |      |       |                      |
|  | <p>4. Route to the City Engineer</p> <p>4.1. Mobilization</p> <p>4.1.1. Complete Documents</p> <p>4.1.1.1. City Engineer to sign Disbursement Voucher</p> <p>4.1.1.2. Indorsement to Accounting Department</p> <p>4.2. Progress Billing</p>   | None | 1 day | <i>City Engineer</i> |
|  | <p>4.2.1. Complete Documents/ Validated Accomplishment</p> <p>4.2.1.1. City Engineer to sign Billing Statement and Disbursement Voucher</p> <p>4.2.1.2. Indorsement to Accounting Department</p>  |      |       |                      |



|  |   |             |        |  |
|--|---|-------------|--------|--|
|  | <p>4.3. Final Billing</p> <p>4.3.1. Complete Documents/ Validated Accomplishment</p> <p>4.3.1.1. City Engineer to Sign Billing Statement, Certificate of Completion and As-built Plans</p> <p>4.3.1.2. Indorsement to General Services Department for Voucher preparation</p> |             |        |  |
|  | <b>TOTAL</b>  | <b>None</b> | 3 days |  |



## B. EXCAVATION CLEARANCE PROCESSING

Excavation clearance processing.

|   |   |   |                        |  |
|---|---|---|------------------------|--|
| <b>Office/Division</b>  |   | Waterworks Project Monitoring & Excavation Section, Technical Management Division |                        |  |
| <b>Classification</b>   |   | Simple  |                        |  |
| <b>Type of Transaction</b>  |   | G2C (Government to Citizen)   |                        |  |
| <b>Who may Avail</b>  |   | Water Concessionaire/Representative, Contractors and House/Building Owners        |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b>  |                        |  |
| Completely filled-up Application Form for Excavation, Sewer Connection, Tapping of Drainage and Pole/Attachment clearance. Form is available at the Department of Building Official |   | Application Form is available at the Department of Building Official              |                        |  |
| <b>CLIENTS STEPS</b>  | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| 1.Fill up Excavation and submit Application at the Department of Building Official to be endorsed to Excavation Section, Engineering Department                                     | 1. Check / Evaluate all documents submitted by the applicant to the Department of Building Official   | None  | variable               | <i>Evaluator</i><br>Department of Building Official  |
| 2.The inspector will contact the client with party guidance.  | 2. Subject to Inspection and Recommendation for Approval / Issuance of Clearance by the City Engineer | None  | 3 days                 | <i>Head, Excavation Section</i><br>Technical Management Division<br><br><i>City Engineer</i> |
| 3.Claim the Excavation Permit at the Department of Building Official.   | 3. Release clearance and endorse to the Department of Building Official for Excavation Permit.        | None  |                        | <i>Releasing Clerk</i><br>Records Section,<br>Administrative Division                        |
| <b>TOTAL</b>  |   | None  | 3 days                 |  |



## **Planning and Design Division External Services**



## A. PREPARATION OF DETAILED ENGINEERING DOCUMENTS

Preparation of detailed engineering document (DED) includes but not limited to the following:

- Ocular inspection on the actual/ proposed project site;
- Preparation of the Site Inspection Report and Certificate of Inspection;
- Preparation of the Plans and Details;
- Preparation of the Approved Budget for the Contract;
- Preparation of the Program of Works (POW);
- Preparation of the Derivation of Unit Price Analysis (DUPA);
- Preparation of the Project Schedule and Cash Flow;
- Preparation of the List of Minimum Manpower and Equipment Requirement; and
- Preparation of the Technical Specifications

|   |   |  |                        |   |
|---|---|--|------------------------|---|
| <b>Office/Division</b>  |   | Planning & Design Division   |                        |   |
| <b>Classification</b>   |   | Highly Technical   |                        |   |
| <b>Type of Transaction</b>  |   | G2C (Government to Citizen)  |                        |   |
| <b>Who may Avail</b>  |   | Residents of Quezon City   |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b>   |                        |   |
| 1. Letter-Request<br>2. Telephone Request<br>3. SMS Request<br>4. E-mail Request  |   | Department of Engineering<br>5 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City |                        |   |
| <b>CLIENTS STEPS</b>  | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
| 1. Infrastructure Committee-Secretariat and TWG<br>2. from Executives<br>3. from Councilors<br>4. from Letter Request<br>5. from E-mail Request | 1. Conduct ocular inspection to validate feasibility of the proposed project based on the request(s). Prepare Project Identification Report (B-1) | None   | 1-5 calendar days      | Quezon City Department of Engineering, City Architect Department (for new construction projects), Infrastructure Committee – Secretariat and TWG, Action Officer, Parks Development and Administration Department |
|   | 2. Forward the B-1 to the City Planning and Development Department  | None   | 14 Calendar Days       | Infrastructure Committee – Secretariat and TWG  |
|   | 3. Conduct a comprehensive site inspection to validate ownership of lot and/or  | None   | 14 Calendar Days       | City Planning and Development Department  |



|  |   |      |                   |  |
|--|---|------|-------------------|--|
|  | structure and identify the feasible of the project. Prepare Validation Report (B-2)   |      |                   |  |
|  | 4. Conduct a comprehensive site inspection to secure information/data that will be used for the preparation of Detailed Engineering Documents (B-3). End-user to sign the certificate of inspection, conceptual plans and initial project brief.  | None | 1-5 Calendar Days | Quezon City Department of Engineering-Planning and Design Division |
|  | 5. Prepare complete B-3 which includes but not limited to certificate of inspection, plans and details, approved budget for the contract, program of works, project schedule and cash-flow, list of manpower and equipment, and technical specifications. The B-3 will undergo 4 levels of checking to ensure the correctness and cost efficiency of the project. | None | 21 Calendar Days  | Quezon City Department of Engineering-Planning and Design Division |
|  | 6. Transmit the B-3 to the City Engineer for comment(s) and/or approval.  | None | 3 Calendar Days   | City Engineer  |
|  | 7. Transmit the B-3 back to Planning and Design Division for scanning and preparation of transmittal.   | None | 1 Calendar Day    | Quezon City Department of Engineering-Planning and Design Division |
|  | 8. Transmit the signed and approved B-3 to  | None | 1 Calendar Day    | Records Section  |



|  |   |      |                  |  |
|--|---|------|------------------|--|
|  | Infrastructure Committee-Secretariat and TWG. |      |                  |  |
|  | <b>TOTAL</b>                                  | None | 64 Calendar Days |  |



## **Administrative Division External Services**





## A. RECEIVING/RELEASING OF VARIOUS COMMUNICATIONS, COMPLAINTS, REQUESTS, BILLINGS, ETC.

Receiving and releasing of incoming and outgoing communications from the General Public.

|   |   |                        |  |  |
|---|---|------------------------|--|--|
| <b>Office/Division</b>  | Records Section, Administrative Division  |                        |  |  |
| <b>Classification</b>   | Simple  |                        |  |  |
| <b>Type of Transaction</b>  | G2B (Government to Business)<br>G2C (Government to Citizen)<br>G2G (Government to Government)   |                        |  |  |
| <b>Who may Avail</b>  | General Public  |                        |  |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   |                        | <b>WHERE TO SECURE</b>   |  |
| 1. Letter of concern with attachment from the general public<br>2. Letter response to the end-user  |   |                        | Department of Engineering<br>8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City |  |
| <b>CLIENTS STEPS</b>  | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b>   | <b>PERSON RESPONSIBLE</b>  |
| 1. Submit Letter request or communication to Records Section or send e-mail to <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a> | 1. Receive and stamp the documents by the Records Section, Administrative Division<br>1.1. Provide the client with the reference number<br>1.2. Encode communications for dissemination to the concerned division | None                   | 1 day  | <i>Receiving Clerk/Central Communications Unit Records Section, Administrative Division</i>              |
| 2. Obtain receiving copy  | 2. Forward communications to respective divisions for appropriate action  | None                   |  | <i>Assigned Staff Records Section, Administrative Division</i>   |
|   | 3. Forward communications to the Records Section, Administrative Division<br>3.1. Release documents to different divisions, utility, contractor, barangay, and other concerned agencies as instructed             | None                   | 3 days   | <i>Respective division concerned</i><br><br><i>Liaison Aide Records Section, Administrative Division</i> |
| <b>TOTAL</b>  |   | None                   | 4 days   |  |



## B. ISSUANCE OF CERTIFIED PHOTOCOPIES

To provide clients with certified photocopies of documents.

|  |  |  |                        |   |
|--|--|--|------------------------|---|
| <b>Office/Division</b>                                       |  | Records Section, Administrative Division   |                        |   |
| <b>Classification</b>  |  | Simple   |                        |   |
| <b>Type of Transaction</b>                                   |  | G2B (Government to Business)<br>G2C (Government to Citizen)<br>G2G (Government to Government)                                |                        |   |
| <b>Who may Avail</b>   |  | General Public   |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                             |  | <b>WHERE TO SECURE</b>   |                        |   |
| 1. Letter of concern with attachment from the general public |  | Department of Engineering<br>8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City |                        |   |
| <b>CLIENTS STEPS</b>   | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
| 1. Communications from the end-user, complaints request      | 1. Receive request and forward to the concerned division   | None   | 3 days                 | <i>Receiving / Releasing Clerk</i><br>Records Section,<br>Administrative Division   |
|  | 2. Route to Administrative Division Head for specific instruction.   | None   |                        | <i>Respective division concerned</i><br><br><i>Assigned Staff</i><br>Records Section,<br>Administrative Division              |
|  | 3. Forward to Records Section<br>3.1. Check the Storage/Archive Room<br>3.2. Stamp with Certified Photocopy to be signed by the Head of the Records Section<br>3.3. Issue Order of Payment | None   | 1 day                  | <i>Admin Staff</i><br>Administrative Division   |
| 2. Certified true copy of previous documents needed.         | 4. Order of Payment to be paid at the City Treasurer's Office<br>4.1. Filing of the photocopy of the receipt from the City Treasurer's Office  | ₱50.00 /page for the 1 <sup>st</sup> copy and<br>₱5.00 /page for the   |                        | <i>City Treasurer</i><br>City Treasurer's Office<br><br><i>Releasing Clerk</i><br>Records Section,<br>Administrative Division |



|  |              |   |        |  |
|--|--------------|---|--------|--|
|  |              | succeedi<br>ng copies   |        |  |
|  | <b>TOTAL</b> | ₱50.00<br>/page for<br>the 1 <sup>st</sup><br>copy<br>and<br>₱5.00<br>/page for<br>the<br>succeedi<br>ng copies | 4 days |  |



## **Administrative Division Internal Services**



## A. APPLICATION FOR EMPLOYMENT

Application for employment is open to all provided that there is a vacant position.

|  |  |   |                        |   |
|--|--|---|------------------------|---|
| <b>Office/Division</b>   | Personnel Section, Administrative Division   |   |                        |   |
| <b>Classification</b>  | Simple   |   |                        |   |
| <b>Type of Transaction</b>   | G2G (Government to Government)<br>G2C (Government to Citizen)  |   |                        |   |
| <b>Who may Avail</b>   | General Public   |   |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b>  |                        |   |
| 1. Letter of Application specifying the position<br>Desired and 2. Personal Data Sheet |  | Department of Engineering<br>8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall<br>Compound, Diliman, Quezon City |                        |   |
| <b>CLIENTS STEPS</b>   | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
| 1. Submit letter of Application, Personal Data Sheet at the Records Section            | 1. Application coursed to the Personnel Section for dispositive action<br>1.1. Conduct pre-screening of application and other documents<br>1.2. Inform applicant of initial interview date | None  | 5 minutes              | <i>Administrative Officer V<br/>(Human Resource Management Officer III)</i><br>Personnel Section,<br>Administrative Division<br><br><i>Administrative Assistant II<br/>(Human Resource Management Assistant)</i><br>Personnel Section,<br>Administrative Division |
| 2. Attend initial and final interview  | 2. Conduct initial interview of the applicant<br>2.1. Endorse to Division Head concerned for final interview   | None  | 30 minutes             | <i>Administrative Assistant II<br/>(Human Resource Management Assistant)</i><br>Personnel Section,<br>Administrative Division<br><br>Division Head Concerned  |
|  | 3. Prepare and submit evaluation report to the Acting Chief, Administrative Division for approval.   | None  | 15 minutes             | <i>Administrative Assistant II<br/>(Human Resource Management Assistant)</i><br>Personnel Section,<br>Administrative Division<br><br><i>Administrative Officer V</i>  |



|  |  |      |                                |  |
|--|--|------|--------------------------------|--|
|  |  |      |                                | <p><i>(Human Resource Management Officer III)</i><br/>Personnel Section,<br/>Administrative Division</p> <p><i>Acting Chief,</i><br/>Administrative Division</p>   |
|  | <p>4. Prepare all documents required for the request for hiring of qualified applicants.</p> <p>4.1. Forward the letter of request for hiring of qualified applicants to the Head of the Personnel Section and Acting Chief, Administrative Division, for initialing and subsequent signature by the City Engineer</p> | None | <p>10 minutes</p> <p>1 day</p> | <p><i>Administrative Assistant II</i><br/><i>(Human Resource Management Assistant)</i><br/>Personnel Section,<br/>Administrative Division</p> <p><i>Administrative Officer V</i><br/><i>(Human Resource Management Officer III)</i><br/>Personnel Section,<br/>Administrative Division</p> <p><i>Acting Chief,</i><br/>Administrative Division</p> <p><i>City Engineer</i></p> |
|  | <p>5. Submit the hiring request letter for approval of Office of the City Mayor thru Office of the City Administrator</p>  | None | 15 minutes                     | <p><i>Liaison Aide</i><br/>Personnel Section,<br/>Administrative Division</p> <p>Office of the City<br/>Administrator</p>  |
|  | <p>6. Once approval for hiring, inform the applicants to comply the required documents for contract</p>  |      | 3 minutes                      | <p><i>Administrative Assistant II</i><br/><i>(Human Resource Management Assistant)</i><br/>Personnel Section,<br/>Administrative Division</p>  |



|   |   |      |                            |  |
|---|---|------|----------------------------|--|
|   | processing.   |      |                            |  |
| 3. Submit all the requirements for employment | <p>7. Prepare all necessary requirements for contract processing.</p> <p>7.1. Forward the documents to the Head of the Personnel Section and Acting Chief, Administrative Division, for initialing and subsequent signature by the City Engineer.</p> | None | 1 day                      | <p><i>Administrative Assistant II</i><br/>(Human Resource Management Assistant)<br/>Personnel Section,<br/>Administrative Division</p> <p><i>Administrative Officer V</i><br/>(Human Resource Management Officer III)<br/>Personnel Section,<br/>Administrative Division</p> <p><i>Acting Chief,</i><br/>Administrative Division</p> <p><i>City Engineer</i></p> |
|   | 8. Forward recommendation for hiring with the complete documentary requirements for processing by the Human Resource Management Department.   | None | 15 minutes                 | <p><i>Liaison Aide</i><br/>Personnel Section,<br/>Administrative Division</p> <p>Recruitment and Career Management Division-<br/>Human Resource Management Department</p>  |
| <b>TOTAL</b>                                  |   | None | 2 days, 1 hour, 33 minutes |  |



## B. APPLICATION FOR PROMOTION

Application for promotion is open to all provided that there is a vacant position. Applicants should possess the minimum qualification requirement of the position applied for.

|  |  |  |                        |  |
|--|--|--|------------------------|--|
| <b>Office/Division</b>   |  | Personnel Section, Administrative Division   |                        |  |
| <b>Classification</b>  |  | Complex  |                        |  |
| <b>Type of Transaction</b>   |  | G2G (Government to Government)<br>G2C (Government to Citizen)  |                        |  |
| <b>Who may Avail</b>   |  | Employees of Department of Engineering, General Public   |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b>   |                        |  |
| 1. Letter of Application specifying the position desired and<br>2. Personal Data Sheet |  | Department of Engineering<br>8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City |                        |  |
| <b>CLIENTS STEPS</b>   | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| 1. Submit Letter of Application and Personal Data Sheet at the Records Section.        | 1. Application coursed to the Personnel Section for dispositive action<br>1.1. Conduct pre-screening of application and other documents<br>1.2. Inform applicant of initial interview date | None   | 5 minutes              | <i>Administrative Officer V</i><br>Personnel Section,<br>Administrative Division<br><br><i>Administrative Officer III</i><br>Personnel Section,<br>Administrative Division |
|  | 2. Forward the application letter to the Personnel Section for appropriate action<br>2.1. Conduct initial interview  | None   | 20 minutes             | <i>Administrative Officer V</i><br>Personnel Section,<br>Administrative Division<br><br><i>Administrative Officer III</i><br>Personnel Section,<br>Administrative Division |
| 2. Submit all the necessary requirements for promotion.                                | 3. Conduct pre-evaluation/ pre-screening of the submitted documents.   | None   | 30 minutes             | <i>Administrative Officer III</i><br>Personnel Section,<br>Administrative Division   |
|  | 4. Prepare all documents required for the pre-screening process by the Human Resource  | None   | 1 days                 | <i>Administrative Officer III</i><br>Personnel Section,<br>Administrative Division   |





|  |   |      |            |   |
|--|---|------|------------|---|
|  | Management Department   |      |            |   |
|  | 5. Forward the endorsement of the pre-screening request to the Head of the Personnel Section, Acting Chief of the Administrative Division, for initialing and subsequent signature by the City Engineer   | None | 1 day      | <i>Administrative Officer V</i><br>Personnel Section,<br>Administrative Division  |
|  | 6. Submit the requirements for pre-screening request to the Resource Management Department  |      | 15 minutes | <i>Liaison Aide</i><br>Personnel Section,<br>Administrative Division<br><br>Human Resource Management Department                                |
|  | 7. After the documents have been evaluated and returned by the HRMD, prepare all requirements for inclusion in the Personnel Selection Board deliberation.  | None | 2 days     | <i>Administrative Officer III</i><br>Personnel Section,<br>Administrative Division  |
|  | 8. Forward the endorsement for the PSB inclusion request to the Head of the Personnel Section, Acting Chief of the Administrative Division, for initialing and subsequent signature by the City Engineer. |      | 1 day      | <i>Administrative Officer V</i><br>Personnel Section,<br>Administrative Division<br><br>Supervising Administrative Officer<br><br>City Engineer |
|  | 9. Submit the requirements for the request for PSB inclusion to the Human Resource Management Department.   |      | 15 minutes | <i>Liaison Aide</i><br>Personnel Section,<br>Administrative Division<br><br>Human Resource Management   |



|  |  |              |      |                               |
|--|--|--------------|------|-------------------------------|
|  |  |              |      | Department                    |
|  |  | <b>TOTAL</b> | None | 5 days, 1 hour,<br>25 minutes |



## C. APPLICATION FOR LEAVE OF ABSENCES

Employees are granted the right to avail leave of absence with or without pay as provided by the CSC Rules and Regulations.

|   |  |  |                        |  |
|---|--|--|------------------------|--|
| <b>OFFICE/DIVISION</b>  | Personnel Section, Administrative Division   |  |                        |  |
| <b>CLASSIFICATION</b>   | Simple   |  |                        |  |
| <b>TYPE OF TRANSACTION</b>  | G2G (Government to Employee)   |  |                        |  |
| <b>WHO MAY AVAIL</b>  | Employees of Department of Engineering   |  |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b>   |                        |  |
| 1. Duly accomplished leave form (CS Form 6) in two (2) copies<br>2. Medical Certificate for sick leave exceeding five (5) days and other supporting documents |  | Department of Engineering<br>8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City |                        |  |
| <b>CLIENTS STEPS</b>  | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| 1. Accomplish leave form (CS Form 6) from Nos. 1 to 6D. Have the respective head sign for recommending approval of leave and submit to Personnel Section      | 1. Receive the duly filled-up Leave of Absences Form<br>1.1. Compute and record the leave credits.   | None   | 2 hours                | <i>Assigned Staff</i><br>Personnel Section,<br>Administrative Division |
|   | 2. Forward the Leave of Absences Form for Certification of Leave Credits/Approval/signature of the Acting Head, the Acting Head Administrative Division. | None   | 2 hours                |  |
| <b>TOTAL</b>  |  | None   | 4 hours                |  |



## D. APPLICATION FOR RETIREMENT

Processing of the requirements for the Retirement/Separation of employees.

|                            |  |
|----------------------------|--|
| <b>Office/Division</b>     | Personnel Section, Administrative Division |
| <b>Classification</b>      | Complex                                    |
| <b>Type of Transaction</b> | G2G (Government to Employee)               |
| <b>Who may Avail</b>       | Retired Engineering employees              |

| CHECKLIST OF REQUIREMENTS                            |                        | WHERE TO SECURE  |
|--|------------------------|--|
| 1. Letter of Intent to retire (for optional retiree) | 4. Office Clearance    | Department of Engineering<br>8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City |
| 2. GSIS Application for Retirement Form              | 5. General Clearance   |  |
| 3. Service Record & LWOP                             | 6. Legal Clearance     |  |
|  | 7. Birth Certificate   |  |
|  | 8. Ombudsman Clearance |  |

| CLIENTS STEPS  | AGENCY ACTIONS  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE  |
|--|---|-----------------|-----------------|---|
| 1. Submit Letter of Intent with attached birth certificate of the employee ( <b>FOR OPTIONAL RETIREE</b> ) addressed to the City Engineer at the Records Section | 1. Forward the request to the Administrative Division for instruction   | None            | 5 minutes       | <i>Receiving Clerk</i><br>Personnel Section,<br>Administrative Division |
|  | 2. Application coursed to the Personnel Section for dispositive action<br>2.1. Prepare General Clearance for signature of the Division Head, City Engineer, and other Department's concerned.<br>2.2. Prepare Office Clearance for signatures of the OIC, Personnel Section, Head, Property and | None            | 3 days          | <i>Assigned Staff</i><br>Personnel Section,<br>Administrative Division  |



|                                   |   |      |                       |  |
|-----------------------------------|---|------|-----------------------|--|
|                                   | Supply Section,<br>Acting Head,<br>Administrative<br>Division and the<br>City Engineer<br>2.3. Request for<br>employee's<br>Service Record at<br>the HRMD.          |      |                       | <i>Liaison Aide</i><br>Personnel Section,<br>Administrative Division   |
| 2. Submit all the<br>requirements | 3. Prepare<br>endorsement for<br>initials of the OIC,<br>Personnel Section,<br>Acting Head,<br>Administrative<br>Division and<br>Signature of the City<br>Engineer. | None | 1 day                 | <i>Assigned Staff</i><br>Personnel Section,<br>Administrative Division |
|                                   | 4. Transmit<br>endorsement to the<br>HRMD   | None | 5 minutes             | <i>Liaison Aide</i><br>Personnel Section,<br>Administrative Division   |
| <b>TOTAL</b>                      |   | None | 4 days,<br>10 minutes |  |



## E. APPLICATION FOR TERMINAL LEAVE

Terminal Leave Benefit is granted to officials and employees upon retirement or separation from the service. Benefits are based on accumulated leave credits.

|   |  |   |                        |  |
|---|--|---|------------------------|--|
| <b>Office/Division</b>  |  | Personnel Section, Administrative Division  |                        |  |
| <b>Classification</b>   |  | Simple  |                        |  |
| <b>Type of Transaction</b>  |  | G2G (Government to Employee)  |                        |  |
| <b>Who may Avail</b>  |  | Retired & Legal Heirs of the deceased Engineering employees   |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b>  |                        |  |
| <ol style="list-style-type: none"> <li>1. GSIS Clearance</li> <li>2. Service Record &amp; LWOP</li> <li>3. Office Clearance</li> <li>4. General Clearance</li> <li>5. Legal Clearance</li> <li>6. Birth Certificate</li> <li>7. NOSA</li> <li>8. SALN</li> <li>9. Leave Form &amp; Leave Card</li> <li>10. Ombudsman Clearance</li> </ol> <p>Additional Requirements for Survivorship:</p> <ol style="list-style-type: none"> <li>1. Certificate of No Marriage (CENOMAR) of employee and spouse</li> <li>2. PSA Marriage Certificate</li> <li>3. PSA Death Certificate</li> <li>4. PSA Birth Certificate of children</li> <li>5. Waiver of claimant</li> </ol> |  | Department of Engineering<br>8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall<br>Compound, Diliman, Quezon City |                        |  |
| <b>CLIENTS STEPS</b>  | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| 1. Submit all the requirements  | 1. Prepare endorsement for initials of the OIC, Personnel Section and Acting Head, Administrative Division and signature of the City Engineer. | None  | 1 day                  | <i>Assigned Staff</i><br>Personnel Section,<br>Administrative Division |
|   | 2. Transmit indorsement to the HRMD  | None  | 5 minutes              | <i>Liaison Aide</i><br>Personnel Section,<br>Administrative Division   |
| <b>TOTAL</b>  |  | None  | 1 day, 5 minutes       |  |



## F. ISSUANCE OF CERTIFICATE OF EMPLOYMENT

Employees and former employees may request for Certificate of Employment which is usually required for loans, employment to other companies/agencies upon resignation from the government service, and other purposes that require certificate.

|  |  |  |                        |   |
|--|--|--|------------------------|---|
| <b>Office/Division</b>   |  | Personnel Section, Administrative Division   |                        |   |
| <b>Classification</b>  |  | Simple   |                        |   |
| <b>Type of Transaction</b>   |  | G2G (Government to Employee)   |                        |   |
| <b>Who may Avail</b>   |  | Engineering employees who were previously / currently deployed   |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b>   |                        |   |
| 1. Walk-in<br>2. Thru Phone Request                                      |  | Department of Engineering<br>8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City |                        |   |
| <b>CLIENTS STEPS</b>   | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
| 1. Proceed to Personnel Section to request for Certificate of Employment | 1. Prepare Certificate of Employment for the initials of the OIC, Personnel Section and Acting Head, Administrative Division and signature of the City Engineer. | None   | 1 day                  | <i>Assigned Staff</i><br>Personnel Section,<br>Administrative Division  |
| 2. Receive request   | 2. Release certificate to requestor  | None   | 2 minutes              | <i>Releasing Clerk</i><br>Personnel Section,<br>Administrative Division |
| <b>TOTAL</b>   |  | None   | 1 day, 2 minutes       |   |



## G. ISSUANCE OF OFFICE CLEARANCE

Office Clearance is requested by existing, resigned and separated employees as requirement for retirement/survivorship application, leave and loan application,

|  |  |  |                        |   |
|--|--|--|------------------------|---|
| <b>OFFICE/DIVISION</b>   |  | Personnel Section, Administrative Division   |                        |   |
| <b>CLASSIFICATION</b>  |  | Simple   |                        |   |
| <b>TYPE OF TRANSACTION</b>   |  | G2G (Government to Employee)   |                        |   |
| <b>WHO MAY AVAIL</b>   |  | Officials/Employees of Department of Engineering   |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b>   |                        |   |
| 1. For Retirement – Birth Certificate issued by PSA<br>2. For Optional Retirement – Letter-Request and Birth Certificate |  | Department of Engineering<br>8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City |                        |   |
| <b>CLIENTS STEPS</b>   | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
| 1. Proceed to Personnel Section and bring necessary requirement.   | 1. Prepare Office Clearance.   | None   | 20 minutes             | <i>Assigned Staff</i><br>Personnel Section,<br>Administrative Division  |
|  | 2. Forward the document for the signature of the concerned officers and the City Engineer. | None   | 1 day                  | <i>Assigned Staff</i><br>Personnel Section,<br>Administrative Division  |
| 2. Obtain the request from the Personnel Section.  | 3. Record and release the document.  | None   | 2 minutes              | <i>Releasing Clerk</i><br>Personnel Section,<br>Administrative Division |
| <b>TOTAL</b>   |  | None   | 1 day, 22 minutes      |   |





## H. REQUEST FOR CERTIFICATION OF LEAVE CREDITS

Securing personnel Certification of Leave Credits for various purposes.

|   |   |   |                        |   |
|---|---|---|------------------------|---|
| <b>OFFICE/DIVISION</b>  |   | Personnel Section, Administrative Division  |                        |   |
| <b>CLASSIFICATION</b>   |   | Simple  |                        |   |
| <b>TYPE OF TRANSACTION</b>  |   | G2G (Government to Employee)  |                        |   |
| <b>WHO MAY AVAIL</b>  |   | Officers/Employees of Department of Engineering   |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b>  |                        |   |
| 1. Walk-in  |   | Department of Engineering<br>8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall<br>Compound, Diliman, Quezon City |                        |   |
| <b>CLIENTS STEPS</b>  | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
| 1. Proceed to Personnel Section to request for Certification of Leave Credits | 1. Check the record of the employee.<br>Compute and accomplish leave credits.             | None  | 15 minutes             | <i>Assigned Staff</i><br>Personnel Section,<br>Administrative Division  |
|   | 2. Forward the Application Form for signature of the Acting Head, Administrative Division |   | 5 minutes              | <i>Assigned Staff</i><br>Personnel Section,<br>Administrative Division  |
| 2. Obtain the request from the Personnel Section.                             | 3. Record and release the document.   |   | 3 minutes              | <i>Releasing Clerk</i><br>Personnel Section,<br>Administrative Division |
| <b>TOTAL</b>  |   | None  | 23 minutes             |   |



## I. AUTHENTICATION OF PERSONNEL RECORDS

Request for the authentication of the photocopy of appointment, SALN, NOSA, Payslip, etc. for various purposes.

|  |  |   |                        |   |
|--|--|---|------------------------|---|
| <b>OFFICE/DIVISION</b>   |  | Personnel Section, Administrative Division  |                        |   |
| <b>CLASSIFICATION</b>  |  | Simple  |                        |   |
| <b>TYPE OF TRANSACTION</b>   |  | G2G (Government to Employee)  |                        |   |
| <b>WHO MAY AVAIL</b>   |  | Officials/Employees of Department of Engineering  |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b>  |                        |   |
| 1. Walk-in   |  | Department of Engineering<br>8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall<br>Compound, Diliman, Quezon City |                        |   |
| <b>CLIENTS STEPS</b>   | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
| 1. Proceed to Personnel Section to request for authentication of personnel record. | 1. Receive and Stamp the document being requested for authentication, for the signature of the officer in charge | None  | 3 minutes              | <i>Assigned Staff</i><br>Personnel Section,<br>Administrative Division  |
| 2. Obtain the request from the Personnel Section.                                  | 2. Record and release the document.  | None  | 2 minutes              | <i>Releasing Clerk</i><br>Personnel Section,<br>Administrative Division |
| <b>TOTAL</b>   |  | None  | 5 minutes              |   |



## FEEDBACK AND COMPLAINTS MECHANISM

| FEEDBACK AND COMPLAINTS MECHANISMS |   |
|------------------------------------|---|
| How to send a feedback             | 1. Fill out the client feedback form and drop it at the designated drop box located on the 8 <sup>th</sup> Floor lobby.<br>2. Contact information for follow-up and inquiries:<br>Email: <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a><br>Facebook:<br><a href="https://www.facebook.com/QuezonCityDepartmentofEngineering">https://www.facebook.com/QuezonCityDepartmentofEngineering</a><br>Department of Engineering's Viber Community<br>Phone: 8-988-4242 loc. 8658   |
| How feedback is processed          | 1. The admin opens the drop box and compiles and records all feedback submitted.<br>2. Feedback requiring answers is forwarded to the concerned division for evaluation and appropriate action.<br>3. Send response to the client.<br>4. Contact information for follow-up and inquiries:<br>Email: <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a><br>Facebook:<br><a href="https://www.facebook.com/QuezonCityDepartmentofEngineering">https://www.facebook.com/QuezonCityDepartmentofEngineering</a><br>Department of Engineering's Viber Community<br>Phone: 8-988-4242 loc. 8658  |
| How to file complaints             | 1. Fill out the client Complaint Form and drop it at the designated drop box located on the 8 <sup>th</sup> Floor lobby.<br>2. Complaint can also be made via email/telephone provided with the following information: <ul style="list-style-type: none"> <li>- Name of employee/place being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> 3. Contact information for follow-up and inquiries:<br>Email: <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a><br>Facebook:<br><a href="https://www.facebook.com/QuezonCityDepartmentofEngineering">https://www.facebook.com/QuezonCityDepartmentofEngineering</a><br>Department of Engineering's Viber Community<br>Phone: 8-988-4242 loc. 8658 |
| How complaints are being processed | 1. The admin opens the complaints drop box and evaluate each complaint.<br>2. The admin will then start the investigation and forward the report to the division or person concerned for explanation.<br>3. The admin will send feedback to the client.<br>4. Contact information for follow-up and inquiries:<br>Email: <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a><br>Facebook:<br><a href="https://www.facebook.com/QuezonCityDepartmentofEngineering">https://www.facebook.com/QuezonCityDepartmentofEngineering</a><br>Department of Engineering's Viber Community<br>Phone: 8-988-4242 loc. 8658   |
| Contact information                | ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>   |



|  |   |
|--|---|
| of Anti-Red Tape Authority (ARTA), PCC Presidential Complaint Center (PCC) , Contact Center ng Bayan (CCB) | 8478-5093<br>PCC : <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a><br>8888<br>CCB : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a><br>0908-8816565 (SMS) |
|--|---|



## LIST OF OFFICES

| OFFICE  | ADDRESS   | CONTACT INFORMATION         |
|---|---|-----------------------------|
| Office of the City Engineer   | 5F Civic Center Bldg. B,<br>Elliptical Road, Diliman,<br>Q.C. | 8988-4242 loc. 8538         |
| Office of the City<br>Government Assistant<br>Department Head III<br>(Infrastructure Group) | 7F Civic Center Bldg. B,<br>Elliptical Road, Diliman,<br>Q.C. | 8988-4242 loc. 8747         |
| Office of the City<br>Government Assistant<br>Department Head III<br>(Maintenance Group)    | 8F Civic Center Bldg. B,<br>Elliptical Road, Diliman,<br>Q.C. | 8988-4242 loc. 8544         |
| Technical Management<br>Division  | 5F Civic Center Bldg. B,<br>Elliptical Road, Diliman,<br>Q.C. | 8988-4242 loc. 8538         |
| Administrative Division   | 8F Civic Center Bldg. B,<br>Elliptical Road, Diliman,<br>Q.C. | 8988-4242 loc. 8664         |
| Accounting Section  | 8F Civic Center Bldg. B,<br>Elliptical Road, Diliman,<br>Q.C. | 8988-4242 loc. 8659         |
| Personnel Section   | 8F Civic Center Bldg. B,<br>Elliptical Road, Diliman,<br>Q.C. | 8988-4242 loc. 8659         |
| Records Section   | 8F Civic Center Bldg. B,<br>Elliptical Road, Diliman,<br>Q.C. | 8988-4242 loc. 8658         |
| Electronic Data Section   | 8F Civic Center Bldg. B,<br>Elliptical Road, Diliman,<br>Q.C. | 8988-4242 loc. 8659         |
| Property & Supply Section   | 6F Civic Center Bldg. B,<br>Elliptical Road, Diliman,<br>Q.C. | 8988-4242 loc. 8663         |
| General Services Section  | 8F Civic Center Bldg. B,<br>Elliptical Road, Diliman,<br>Q.C. | 8988-4242 loc. 8659         |
| Planning & Design Division  | 5F Civic Center Bldg. B,<br>Elliptical Road, Diliman,<br>Q.C. | 8988-4242 loc.<br>8541/8542 |
| Vertical Project Supervision<br>Division  | 7F Civic Center Bldg. B,<br>Elliptical Road, Diliman,<br>Q.C. | 8988-4242 loc. 8754         |
| Horizontal Project  | 7F Civic Center Bldg. B,                                      | 8988-4242 loc. 8746         |



|  |   |                     |
|--|---|---------------------|
| Supervision Division                             | Elliptical Road, Diliman, Q.C.                              |                     |
| Task Force Anti-Dangling Wires Section           | 7F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.     | 8988-4242 loc. 8750 |
| Quality Control Unit                             | Scout Reyes, Barangay Paligsahan, Fire Station, Quezon City |                     |
| Building Maintenance Division                    | Scout Reyes, Barangay Paligsahan, Fire Station, Quezon City |                     |
| Road, Drainage, and Bridges Maintenance Division | Scout Reyes, Barangay Paligsahan, Fire Station, Quezon City |                     |
| Equipment Repair and Maintenance Division        | Sitio Kislap, Pearl St., Brgy. East Fairview, Q.C.          | 8359-8527           |