



DEPARTMENT OF ENGINEERING

**CITIZEN'S CHARTER
2025 (1st Edition)**



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CITIZEN'S CHARTER 2025 (1st 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.



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



A. ASPHALT PATCHING

Pothole and road damage maintenance in Quezon City, prioritized for public safety and efficiency.

Office/Division	Road, Drainage, and Bridges Maintenance Division			
Classification	Highly Technical			
Type of Transaction	G2C (Government to Citizen)			
Who may Avail	Residents of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request via official e-mail address, Facebook page, Viber Community with the following information: <ul style="list-style-type: none"> • Name of requestor • Exact location of the reported area/site involved • Contact number • Photos (optional) 		Applicant/Client		
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 engineering@quezoncity.gov.ph Through the department's Facebook page at https://www.facebook.com/QuezonCityDepartmentofEngineering Through the department's Viber Community Walk-in	1.1 Letter-Request received by the Records Section and routed to the Area Engineer / other agencies concerned for appropriate action.	None	1 day	<i>Administrative Officer V (Records Officer III)</i> Quezon City Department of Engineering <i>Engineer IV</i> Quezon City Department of Engineering <i>Senior Administrative Assistant II (Computer Operator IV)</i> Quezon City Department of Engineering <i>Administrative Officer V (Records Officer III)</i>



				Quezon City Department of Engineering
	1.2 Inspection by Area Engineer. 1.2.1. Evaluation of Reported area/site involved. 1.2.2. Preparation of Program of Works.	None	7 days	<i>Engineer IV</i> Quezon City Department of Engineering
	1.3 Inform the client of the inspection's status. 1.3.1. Approval of project is subject to availability of materials.	None <i>Wala</i>	With available materials - 7 days If materials are unavailable - variable	<i>Engineer IV</i> Quezon City Department of Engineering <i>Administrative Officer V (Supply Officer III)</i> Quezon City Department of Engineering
TOTAL:		None	15 days (with available materials Variable (if materials are unavailable))	



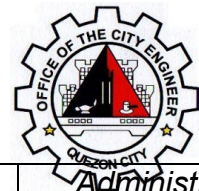
B. DECLOGGING/DESILTING, CRACK SEALING AND INSTALLATION OF MANHOLE COVER & REPAIR OF SIDEWALK/CURB & GUTTER/INLETS

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

Office/Division		Road, Drainage, and Bridges Maintenance Division		
Classification		Highly Technical		
Type of Transaction		G2C (Government to Citizen)		
Who may Avail		Residents of Quezon City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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"> Name of requestor Exact location of reported area/site involved Contact number Photos 		Applicant/Client		
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 engineering@quezoncity.gov.ph Through the department's Facebook page at https://www.facebook.com/QuezonCityDepartmentofEngineering	1.1 Letter-Request received by the Records Section and routed to the Area Engineer /agencies concerned for appropriate action.	None	1 day	<i>Administrative Officer V (Records Officer III)</i> Quezon City Department of Engineering <i>Engineer IV</i> Quezon City Department of Engineering <i>Senior Administrative Assistant II (Computer Operator IV)</i> Quezon City Department of Engineering <i>Administrative Officer V</i>



Through the department's Viber Community Walk-in				(Records Officer III) Quezon City Department of Engineering
	1.2 Inspection by District Engineer and evaluation of reported area /site involved. 1.2.1 Preparation of Program of Works.	None	7 days	Engineer IV Quezon City Department of Engineering
	1.3 Inform the client of the inspection's status. 1.3.1. Approval of project is subject to availability of materials.	None	15 days	Engineer IV Quezon City Department of Engineering Administrative Officer V (Supply Officer III) Quezon City Department of Engineering
TOTAL:		None	23 days	



Through the department's Viber Community Walk-in				Administrative Officer V <i>(Records Officer III)</i> Quezon City Department of Engineering
	1.2 Inspection by District Engineer 1.2.1 Evaluation of reported area/site involved. 1.2.2 Preparation of Program of Works.	None	7 days	Engineer IV Quezon City Department of Engineering
	1.3 Inform the client of the inspection's status. 1.3.1 Approval of project is subject to availability of materials	None	With available materials - 7 days If materials are unavailable - variable	Engineer IV Quezon City Department of Engineering Administrative Officer V <i>(Supply Officer III)</i> Quezon City Department of Engineering
TOTAL:		None	15 days (with available materials 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.

Office/Division	Building Maintenance Division			
Classification	Highly Technical			
Type of Transaction	G2G (Government to Government)			
Who may Avail	Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request (job description and pictures		Applicant/Client		
2. Thru Phone Request and/ or verbal (emergency or urgent request)				
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 engineering@quezoncity.gov.ph . Walk-in	1. Letter-Request received by the Records Section to be routed to Building Maintenance Division for appropriate action.	None	1 day	Administrative Officer V (Records Officer III) Quezon City Department of Engineering Engineer III Quezon City Department of Engineering
	1.2 Action Engineer 1.2.1 Evaluation of reported area/site involved. 1.2.2 Preparation of Program of Works (Requisition Issued Slip)	None	3 days	Engineer III Quezon City Department of Engineering
	1.3 Inform the client of the project's status. 1.3.1 Approval of project is subjected to availability of materials.	None	With available materials – 10 days or more variable If materials are unavailable – variable	Engineer III Quezon City Department of Engineering Administrative Officer V (Supply Officer III) Quezon City Department of Engineering



	TOTAL:	None	14 days (with available materials Variable (if materials are unavailable)	
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B. DEMOLITION PERMIT

Issuance of Demolition Permit for Quezon City Government buildings.

Office/Division		Building Maintenance Division		
Classification		Complex		
Type of Transaction		G2G (Government to Government)		
Who may Avail		Government Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Demolition Permit Application Form / Daily Accomplish signed and sealed by the Civil Engineer/Architect 2. ITRUP – General Form No. 12 3. Site Development Plan of Building to be demolished 4. Demolition Clearance 5. Demolition Request Letter 6. Recent photos of Subject Structure 7. Demolition Procedure (signed by Civil Engineer/Architect) 8. Demolition schedule of work 9. Demolition Cost Estimate 10. Photocopy of PRC ID and PTR of Civil Engineer/Architect in charge		Applicant/Client		
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 engineering@quezoncity.gov.ph Walk-in	1.1 Letter-Request received by the Records Section to be routed to Building Maintenance Division for appropriate action.	None	2 days	<i>Administrative Officer V</i> <i>(Records Officer III)</i> Quezon City Department of Engineering <i>Engineer III</i> Quezon City Department of Engineering
	1.2 Course of action 1.2.1 Conduct site Inspection 1.2.2 Document Check 1.2.3. Preparation of Report 1.2.4. Issuance of Demolition Permit	None	6 days	<i>Engineer III</i> Quezon City Department of Engineering



	1.3 Route to the City Engineer for approval and signature of Demolition Permit	None	2 days	<i>Administrative Officer V (Records Officer III) Quezon City Department of Engineering</i>
	1.4 Preparation of endorsement to requesting barangay, copy furnished to General Services Department 1.4.1. Route to the City Engineer for signature. 1.4.2. Route to the Records Section, Administrative Division for record and release.		2 days	<i>Engineer III Quezon City Department of Engineering City Government Department Head III Quezon City Department of Engineering</i>
	TOTAL:	None	12 days	



C. MECHANICAL PERMIT

Issuance of Mechanical Permit for Quezon City Government buildings.

Office/Division	Building Maintenance Division			
Classification	Complex			
Type of Transaction	G2G (Government to Government)			
Who may Avail	Government Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Designed plan and specification with sign and seal of PME. 2. Brochure / Machine Specification. 3. Accomplished Mechanical Form with sign and seal of PME. 4. Cost Estimate 5. Program of Works			Applicant/Client	
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 engineering@quezoncity.gov.ph Walk-in	1. Letter-Request by the Records Section to be routed to Building Maintenance Division for appropriate action.	None	2 days	<i>Administrative Officer V (Records Officer III)</i> Quezon City Department of Engineering <i>Engineer III</i> Quezon City Department of Engineering
	1.2 Course of action 1.2.1 Conduct site Inspection 1.2.2. Document Check 1.2.3. Preparation of Report 1.2.4. Issuance of Mechanical Permit	None	4 days	<i>Engineer III</i> Quezon City Department of Engineering
	1.3 Route to the City Engineer for approval and signature of Mechanical Permit. 1.3.1 Preparation of endorsement to General Services Department	None	2 days	<i>Engineer III</i> Quezon City Department of Engineering



	1.3.2 Route to the Records Section, Administrative Division for record and release.			City Government Department Head III Quezon City Department of Engineering
	TOTAL:	None	8 days	



D. ISSUANCE OF PERMIT OR CERTIFICATE TO OPERATE

Inspection of elevators and gensets in the City Government buildings.

Office/Division		Building Maintenance Division		
Classification		Complex		
Type of Transaction		G2G (Government to Government)		
Who may Avail		Government Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completion form signed and sealed by PME 2. Brochure Specifications and Plans 3. Identification of Safety Devices 4. Actual Load Test 5. Load Test Certificate signed and sealed by PME		Applicant/Client		
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 engineering@quezoncity.gov.ph . Walk-in	1. Letter-Request received by the Records Section to be routed to Building Maintenance Division for appropriate action.	None	2 days	<i>Administrative Officer V (Records Officer III)</i> Quezon City Department of Engineering <i>Engineer III</i> Quezon City Department of Engineering
	1.2 Course of action 1.2.1 Conduct site inspection 1.2.2 Preparation of report 1.2.3 Preparation of Certificate to Operate	None	4 days	<i>Engineer III</i> Quezon City Department of Engineering
	1.3 Route to the City Engineer for approval and signature of Annual Mechanical Certificate to Operate. 1.3.1 Preparation of endorsement to General Services Department	None	2 days	<i>Engineer III</i> Quezon City Department of Engineering <i>City Government Department Head III</i>



	1.3.2 Route to the Records Section, Administrative Division for record and release.			Quezon City Department of Engineering
	TOTAL:	None	8 days	



E. ISSUANCE OF RENEWAL FOR ANNUAL MECHANICAL CERTIFICATE TO OPERATE

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

Office/Division		Building Maintenance Division		
Classification		Complex		
Type of Transaction		G2G (Government to Government)		
Who may Avail		Government Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completion form signed and sealed by PME 2. Load Test certificate (Elevator / Escalator) 3. Generators ATS and Electrical Function Test 4. Safety Device Test 5. Sump Pump Test (if required)		Applicant/Client		
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 engineering@quezoncity.gov.ph Walk-in	1.1 Letter-Request received by the Records Section to be routed to Building Maintenance Division for appropriate action.	None	2 days	<i>Administrative Officer V (Records Officer III)</i> Quezon City Department of Engineering <i>Engineer III</i> Quezon City Department of Engineering
	1.2 Course of action 1.2.1 Conduct site inspection 1.2.2 Document Check 1.2.3 Preparation of report 1.2.4 Preparation of Annual Mechanical Certificate to Operate	None	3 days	<i>Engineer III</i> Quezon City Department of Engineering



	<p>1.3 Route to the City Engineer for approval and signature of Annual Mechanical Certificate to Operate.</p> <p>1.3.1 Preparation of endorsement to General Services Department.</p> <p>1.3.2 Route to the Records Section, Administrative Division for record and release.</p>	None	2 days	<p>Engineer III Quezon City Department of Engineering</p> <p><i>City Government</i> <i>Department Head III</i> Quezon City Department of Engineering</p>
	TOTAL:	None	7 days	



Vertical Project Supervision Division External Services



A. ELECTRICAL PERMIT

Requirement for the energization of Government-owned structures.

Office/Division		Vertical Project Supervision Division		
Classification		Complex		
Type of Transaction		G2G (Government to Government)		
Who may Avail		National Government and Local Government of Quezon City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter / e-mail Request 2. Approved Electrical Plan with sign and seal of Professional Electrical Engineer (blue and/or white print) 3. 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 4. Photocopy of Notice of Award, Notice to Commence, Approved Budget for the Contract and Program of Works		Applicant/Client		
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 engineering@quezoncity.gov.ph	1.1 Letter-Request received by the Records Section to be routed to Vertical Project Supervision Division Maintenance Division for appropriate action.	None	1 day	<i>Administrative Officer V (Records Officer III) Quezon City Department of Engineering</i>
	1.2 Route to the City Engineer	None	1 day	<i>Administrative Officer V (Records Officer III) Quezon City Department of Engineering</i>
	1.3 Route to the Electromechanical Section for plan evaluation and report preparation.	None	3 days	<i>City Government Department Head III Quezon City Department of Engineering Engineer I Vertical Project Supervision Division</i>



	1.4 Recommendation and issuance of Electrical Permit routed to the City Engineer for signature	None	1 day	<i>Engineer III Electromechanical Section Vertical Project Supervision Division</i>
	1.5 Route to the Records Section for the releasing of the approved Electrical Permit.	None	10 minute/s	<i>Administrative Support Staff; Quezon City Department of Engineering</i>
2. Pick up the requested document	2. Release the Electrical Permit	None	1 day	<i>Administrative Officer V (Records Officer III) Quezon City Department of Engineering</i>
TOTAL:		None	7 day/s, 10 minute/s	



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

Documentary requirement for the energization of Government-owned structures.

Office/Division		Vertical Project Supervision Division		
Classification		Simple		
Type of Transaction		G2G (Government to Government)		
Who may Avail		National Government and Local Government of Quezon City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete installation of electrical works as per approved electrical plan. 2. Insulation Resistance Test.		Applicant/Client		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Inform the Office of the completed project for the issuance of CFEI	1.1 Conduct site inspection	None	1 day	<i>Engineer III</i> Vertical Project Supervision Division Quezon City Department of Engineering
	1.2 Preparation of CFEI report and certificate 1.2.1 Route to the City Engineer for signature	None	1 day	<i>Engineer III</i> Vertical Project Supervision Division Quezon City Department of Engineering
	1.3 Route to the Electromechanical Section for the release of CFEI	None	1 day	<i>Administrative Officer V (Records Officer III)</i> Quezon City Department of Engineering
TOTAL:		None	3 day/s	



Technical Management Division External Services



A. ADVANCE PAYMENT OF INFRASTRUCTURE PROJECT

Office/Division		Technical Management Division		
Classification		Highly Technical		
Type of Transaction		G2B (Government to Business)		
Who may Avail		Contractors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payment request letter		Applicant/Client		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Payment Request Letter	1.1 Receive and record payment request letter	None	Two (2) Hours	<i>Administrative Officer V (Records Officer III)</i> Administrative Division
	1.2 Prepare and Evaluate billing documents.	None	Four (4) Hours	<i>Billing Engineer</i> Project Management Section Technical Management Division
	1.3 Approve billing documents.	None	One (1) Day	<i>City Government Department Head III</i> Quezon City Department of Engineering
	1.4 Record and scan approved billing documents.	None	Four (4) Hours	<i>Billing Engineer</i> Project Management Section Technical Management Division
	1.5 Release approved billing documents to City Accounting Department.	None	Two (2) Hours	<i>Administrative Officer V (Records Officer III)</i> Administrative Division
	TOTAL:	None	2 Days and 4 Hours	



B. FIRST PARTIAL PAYMENT OR PROGRESS PAYMENT OF INFRASTRUCTURE PROJECT

Office/Division		Technical Management Division		
Classification		Highly Technical		
Type of Transaction		G2B (Government to Business)		
Who may Avail		Contractors		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Payment request letter			Provided by the client	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit payment request letter.	1.1 Receive and record payment request letter	None	Two (2) Hours	<i>Administrative Officer V (Records Officer III)</i> Records Section, Administrative Division
	1.2 Prepare contract documents	None	Four (4) Hours	<i>Section Head (Engineer III)</i> Project Management Section Technical Management Division
	1.3 Prepare billing documents.	None	Four (4) Days	<i>Division Head (Engineer V)</i> Project Supervision Division
	1.4 Evaluate billing documents.	None	One (1) Day	<i>Section Head (Engineer III)</i> Project Management Section Technical Management Division <i>Acting Division Head Administrative Officer V (Administrative Officer III)</i> Technical Management Division
	1.5 Approve billing documents	None	One (1) Day	<i>City Engineer (Department Head III)</i> Office of the City Engineer



	1.6 Record and scan approved billing documents.	None	Four (4) Hours	<i>Section Head</i> (Engineer III) Project Management Section Technical Management Division
	1.7 Release approved billing documents to City Accounting Department.	None	Two (2) Hours	<i>Administrative Officer V</i> (Records Officer III) Records Section, Administrative Division
TOTAL:		None	7 Days and 4 Hours	



C. INFRASTRUCTURE PROJECT TURNOVER AND FINAL PAYMENT OF INFRASTRUCTURE PROJECT

Office/Division		Technical Management Division		
Classification		Highly Technical		
Type of Transaction		G2B (Government to Business)		
Who may Avail		Contractors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payment request letter		Provided by the client		
2. As-Built Plans		Provided by the client		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit payment request letter and As-Built Plans.	1.1 Receive and record payment request letter and As-Built Plans.	None	Two (2) Hours	<i>Administrative Officer V (Records Officer III)</i> Records Section, Administrative Division
	1.2 Prepare contract documents.	None	Four (4) Hours	<i>Section Head (Engineer III)</i> Project Management Section Technical Management Division
	1.3 Prepare billing documents.	None	Four (4) Days	<i>Division Head (Engineer V)</i> Project Supervision Division
	1.4 Evaluate billing documents.	None	One (1) Day	<i>Section Head (Engineer III)</i> Project Management Section Technical Management Division <i>Acting Division Head</i> <i>Administrative Officer V (Administrative Officer III)</i> Technical Management Division
	1.5 Approve billing documents	None	One (1) Day	<i>City Engineer (Department Head III)</i> Office of the City Engineer



	1.6 Record and scan approved billing documents.	None	Four (4) Hours	<i>Section Head</i> (Engineer III) Project Management Section Technical Management Division
	1.7 Release approved billing documents to City General Services Department.	None	Two (2) Hours	<i>Administrative Officer V</i> (Records Officer III) Records Section, Administrative Division
	1.8 Record approved billing documents and prepare final disbursement voucher.	None	Three (3) Days	City General Services Department
	1.9 Receive Approved Billing Documents with Final Disbursement Voucher.	None	Two (2) Hours	<i>Administrative Officer V</i> (Records Officer III) Records Section, Administrative Division
	1.10 Evaluate final disbursement voucher with billing documents.	None	Two (2) Hours	<i>Section Head</i> (Engineer III) Project Management Section Technical Management Division
	1.11 Approve final disbursement voucher with billing documents.	None	One (1) Day	<i>City Engineer</i> (Department Head III) Office of the City Engineer
	1.12 Record and scan approved final disbursement voucher.	None	Four (4) Hours	<i>Section Head</i> (Engineer III) Project Management Section Technical Management Division
	1.13 Release approved billing documents to Office of the Secretary to the Mayor	None	Two (2) Hours	<i>Administrative Officer V</i> (Records Officer III) Records Section, Administrative Division
TOTAL:		None	12 Days and 6 Hours	



D. EXCAVATION PERMIT

Office/Division		Technical Management Division		
Classification		Complex		
Type of Transaction		G2B (Government to Business)		
Who may Avail		Water Concessionaire/Representative and Contractors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request/Notice to Proceed 2. Barangay Clearance 3. Plans 4. Contact Person/Details 5. Location Pictures 6. Certificate of Coordination (if project is to be implemented by other government agency)		1. Provided by the Client 2. At the respective barangay where the project is located 3. Provided by the Client 4. Provided by the Client 5. Provided by the Client 6. Apply Certificate of Coordination at the Infrastructure Committee Office, 12th Floor High Rise Building, QC Hall Compound		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter/ Indorsement.	1.1 Receive and record request letter.	None	Two (2) Hours	<i>Administrative Officer V (Records Officer III)</i> Records Section, Administrative Division
	1.2 Inspect project site.	None	One (1) Day	<i>Section Head (Engineer III)</i> Project Support Section Technical Management Division
	1.3 Prepare Site Inspection Report, Excavation Permit, and Other Supporting Documents	None	One (1) Day	<i>Section Head (Engineer III)</i> Project Support Section Technical Management Division
	1.4 Approve excavation clearance/permit.	None	One (1) Day	<i>City Engineer (Department Head III)</i> Office of the City Engineer
	1.5 Record and Scan Approved Excavation Permit.	None	Four (4) Hours	<i>Section Head (Engineer III)</i> Project Support Section Technical Management Division
	1.6 Release approved excavation permit.	None	Two (2) Hours	<i>Administrative Officer V (Records Officer III)</i>



				Records Section, Administrative Division
	TOTAL:	None	4 Days	



E. EXCAVATION CLEARANCE

Office/Division		Technical Management Division		
Classification		Complex		
Type of Transaction		G2B (Government to Business)		
Who may Avail		Water Concessionaire/Representative, Contractors and House/Building Owners.		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Indorsement from the Department of the Building Official. 2. Barangay Clearance. 3. Plans. 4. Contact Person/Details. 5. Location Pictures.			1. Apply excavation permit at the Department of The Building Official, ground floor civic center building D. 2. At the respective barangay where the project is located. 3. Provided by the Client. 4. Provided by the Client. 5. Provided by the Client.	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter/ Indorsement.	1.1 Receive and record request letter.	None	Two (2) Hours	<i>Administrative Officer V (Records Officer III)</i> Records Section, Administrative Division
	1.2 Inspect project site.	None	One (1) Day	<i>Section Head (Engineer III)</i> Project Support Section Technical Management Division
	1.3 Prepare Site Inspection Report, Excavation Permit, and Other Supporting Documents	None	One (1) Day	<i>Section Head (Engineer III)</i> Project Support Section Technical Management Division
	1.4 Approve excavation clearance/permit.	None	One (1) Day	<i>City Engineer (Department Head III)</i> Office of the City Engineer
	1.5 Record and Scan Approved Excavation Permit.	None	Four (4) Hours	<i>Section Head (Engineer III)</i> Project Support Section Technical Management Division
	1.6 Release approved excavation permit.	None	Two (2) Hours	<i>Administrative Officer V (Records Officer III)</i>



				Records Section, Administrative Division
	TOTAL:	None	4 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 specifications;
- Preparation of the Approved Budget for the Contract;
- Preparation of the Program of Works (POW);
- Preparation of the Detailed 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 General and special conditions of the contract and technical specifications

Office/Division		Planning & Design Division		
Classification		Highly Technical		
Type of Transaction		G2C (Government to Citizen)		
Who may Avail		Residents of Quezon City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request 2. Telephone Request 3. E-mail Request		Applicant/Client		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request or e-mail	1.1 Conduct ocular inspection to identify proposed project based on the request(s). Prepare Project Identification Report (B-1).	None	Six (6) Days	<i>City Government Department Head III Quezon City Department of Engineering</i>
	1.2 Forward the B-1 to the Infrastructure Committee Secretariat.	None	One (1) Day	Infrastructure Committee – Secretariat and TWG
	1.3 Upon the receipt of the B-2, 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	None	Three (3) Days	<i>Engineer V Planning and Design Division</i>



	the certificate of inspection, conceptual plans and initial project brief.			
	1.4 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 several checking to ensure the correctness and cost efficiency of the project	None	Twenty-One (21) Days	<i>Engineer V</i> Planning and Design Division
	1.5 Transmit the B-3 to the City Engineer for comment(s) and/or approval.	None	Two (2) Days	<i>Engineer V</i> Planning and Design Division
	1.6 Transmit the signed and approved B-3 to Infrastructure Committee-Secretariat.	None	One (1) Day	<i>Administrative Officer V (Records Officer III)</i> Quezon City Department of Engineering
	TOTAL:	None	34 Days	

Note:

After the transmittal of B-1 from Infracomm to the City Planning and Development Division (CPDD), CPDD will conduct a comprehensive site inspection to validate the ownership of the lot and/or structure and determine the feasibility of the project. The entire process, including the preparation of the validation report (B-2), will take 14 days.



Administrative Division External Services



A. ISSUANCE OF CERTIFIED PHOTOCOPIES

To provide clients with certified photocopies of documents.

Office/Division		Records Section, Administrative Division		
Classification		Simple		
Type of Transaction		G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)		
Who may Avail		General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of concern with attachment from the general public			Applicant/Client	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communications from the end-user, complaints request	1.1 Receive request and forward to the concerned division	None	1 days	<i>Administrative Officer V (Records Officer III)</i> Administrative Division
	1.2 Route to Administrative Division Head for specific instruction.	None		<i>Administrative Officer V (Records Officer III)</i> Administrative Division
	1.3 Forward to Records Section 3.1. Check the Storage/Archive Room 3.2. Stamp with Certified Photocopy to be signed by the Head of the Records Section	None	1 day	<i>Admin Staff</i> Administrative Division
2. Certified true copy of previous documents needed.	1.4 Releasing of document			<i>Administrative Officer V (Records Officer III)</i> Administrative Division
TOTAL:		None	2 days	



Equipment Repair and Maintenance Division Internal 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.

Office/Division	Equipment Repair and Maintenance Division			
Classification	Simple			
Type of Transaction	G2G (Government to Government) G2C (Government to Citizen)			
Who may Avail	Government Offices / Residents of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request 2. Thru Phone Request 3. SMS		Standard request form is requested from respective Engineering District Offices of 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 engineering@quezoncity.gov.ph	1.1 Verify the requested job order if already inspected, and determine what equipment to be used.	None	3 days	<i>Administrative Officer V (Records Officer III) Administrative Division Quezon City Department of Engineering Engineer V Equipment Repair and Maintenance Division</i>
	1.2 Equipment subject to availability.	None		
	1.3 All available equipment	None		
TOTAL		None	3 days	



Administrative Division Internal Services



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

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

Office/Division	Records Section, Administrative Division			
Classification	Simple			
Type of Transaction	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may Avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of concern with attachment from the general public 2. Letter response to the end-user		Department of Engineering 8 th 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 Letter request or communication to Records Section or send e-mail to engineering@quezoncity.gov.ph	1.1 Receive and stamp the documents by the Records Section, Administrative Division 1.1.1 Provide the client with the reference number 1.1.2 Encode communications for dissemination to the concerned division	None	1 day	<i>Administrative Officer V (Records Officer III)</i> Administrative Division
	1.2 Forward communications to respective divisions for appropriate action	None		<i>Administrative Officer V (Records Officer III)</i> Administrative Division
	1.3 Forward communications to the Records Section, Administrative Division	None	3 days	<i>Respective division concerned</i>
2. Obtain receiving copy	2.1 Release documents to different divisions, utility, contractor, barangay, and other concerned agencies as instructed			<i>Records Officer I</i> Administrative Division
TOTAL:		None	4 days	



B. APPLICATION FOR EMPLOYMENT

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

Office/Division		Personnel Section, Administrative Division		
Classification		Simple		
Type of Transaction		G2G (Government to Government) G2C (Government to Citizen)		
Who may Avail		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Application specifying the position Desired and 2. Personal Data Sheet		Department of Engineering 8 th 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 letter of Application, Personal Data Sheet at the Records Section	1.1 Application coursed to the Personnel Section for dispositive action 1.1.1 Conduct pre-screening of application and other documents 1.1.2 Inform applicant of initial interview date	None	5 minutes	<i>Administrative Officer V (Human Resource Management Officer III)</i> Administrative Division <i>Administrative Officer II (Human Resource Management Officer I)</i> Administrative Division
2. Attend initial and final interview	2.1 Conduct initial interview of the applicant 2.1.1 Endorse to Division Head concerned for final interview	None	30 minutes	<i>Administrative Officer II (Human Resource Management Officer I)</i> Administrative Division Division Head Concerned
	2.2 Prepare and submit evaluation report to the Acting Chief, Administrative Division for approval.	None	15 minutes	<i>Administrative Officer II (Human Resource Management Officer I)</i> Administrative Division <i>Administrative Officer V (Human Resource Management Officer III)</i>



				Administrative Division <i>Acting Chief,</i> Administrative Division
	2.3 Prepare all documents required for the request for hiring of qualified applicants. 2.3.1 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	None	10 minutes 1 day	<i>Administrative Officer II</i> <i>(Human Resource Management Officer I)</i> Personnel Section, Administrative Division <i>Administrative Officer V</i> <i>(Human Resource Management Officer III)</i> Administrative Division <i>Acting Chief,</i> Administrative Division <i>City Government</i> <i>Department Head III</i> Quezon City Department of Engineering
	2.4 Submit the hiring request letter for approval of Office of the City Mayor thru Office of the City Administrator	None	15 minutes	<i>Liaison Aide</i> Administrative Division Office of the City Administrator
	2.5 Once approval for hiring, inform the applicants to comply the required documents for contract processing.		3 minutes	<i>Administrative Officer II</i> <i>(Human Resource Management Officer I)</i> Administrative Division
3. Submit all the requirements for employment	3.1 Prepare all necessary requirements for contract processing. 3.1.1 Forward the documents to the	None	1 day	<i>Administrative Officer II</i> <i>(Human Resource Management Officer I)</i> Administrative Division



	Head of the Personnel Section and Acting Chief, Administrative Division, for initialing and subsequent signature by the City Engineer.			<i>Administrative Officer V</i> (Human Resource Management Officer III) Administrative Division <i>Acting Chief,</i> Administrative Division <i>City Engineer</i>
	3.2 Forward recommendation for hiring with the complete documentary requirements for processing by the Human Resource Management Department.	None	15 minutes	<i>Liaison Aide</i> Personnel Section, Administrative Division Recruitment and Career Management Division- Human Resource Management Department
TOTAL:		None	2 days, 1 hour, 33 minutes	



C. 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.

Office/Division	Personnel Section, Administrative Division			
Classification	Complex			
Type of Transaction	G2G (Government to Government) G2C (Government to Citizen)			
Who may Avail	Employees of Department of Engineering, General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Application specifying the position desired and 2. Personal Data Sheet		Department of Engineering 8 th 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 Letter of Application and Personal Data Sheet at the Records Section.	1.1 Application coursed to the Personnel Section for dispositive action 1.1.1 Conduct pre-screening of application and other documents 1.1.2 Inform applicant of initial interview date	None	5 minutes	<i>Administrative Officer V</i> Administrative Division <i>Administrative Officer III</i> Administrative Division
	1.2 Forward the application letter to the Personnel Section for appropriate action 1.2.1 Conduct initial interview	None	20 minutes	<i>Administrative Officer V</i> Administrative Division <i>Administrative Officer III</i> Administrative Division
2. Submit all the necessary requirements for promotion.	2.1 Conduct pre-evaluation/pre-screening of the submitted documents.	None	30 minutes	<i>Administrative Officer III</i> Administrative Division
	2.2 Prepare all documents required for the pre-screening process by the Human Resource Management Department	None	1 day	<i>Administrative Officer III</i> Administrative Division
	2.3 Forward the endorsement of the pre-screening request to the	None	1 day	<i>Administrative Officer V</i> Administrative Division



	Head of the Personnel Section, Acting Chief of the Administrative Division, for initialing and subsequent signature by the City Engineer			
	2.4 Submit the requirements for pre-screening request to the Resource Management Department		15 minutes	<i>Liaison Aide</i> Administrative Division Human Resource Management Department
	2.5 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> Administrative Division
	2.6 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> Administrative Division Supervising Administrative Officer City Engineer
	2.7 Submit the requirements for the request for PSB inclusion to the Human Resource Management Department.		15 minutes	<i>Liaison Aide</i> Administrative Division Human Resource Management Department
TOTAL:		None	5 days, 1 hour, 25 minutes	



D. 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.

OFFICE/DIVISION	Personnel Section, Administrative Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G (Government to Employee)			
WHO MAY AVAIL	Employees of Department of Engineering			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished leave form (CS Form 6) in two (2) copies 2. Medical Certificate for sick leave exceeding five (5) days and other supporting documents		Department of Engineering 8 th 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. 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	1.1 Receive the duly filled-up Leave of Absences Form 1.1.1 Compute and record the leave credits.	None	2 hours	Assigned Staff Administrative Division
	1.2 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	
TOTAL		None	4 hours	



E. APPLICATION FOR RETIREMENT

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

Office/Division		Personnel Section, Administrative Division		
Classification		Complex		
Type of Transaction		G2G (Government to Employee)		
Who may Avail		Retired Engineering employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent to retire (for optional retiree) 2. GSIS Application for Retirement Form 3. Service Record & LWOP 4. Office Clearance 5. General Clearance 6. Legal Clearance 7. Birth Certificate 8. Ombudsman Clearance			Department of Engineering 8 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit Letter of Intent with attached birth certificate of the employee (FOR OPTIONAL RETIREE) addressed to the City Engineer at the Records Section	1.1 Forward the request to the Administrative Division for instruction	None	5 minutes	<i>Administrative Officer V (Records Officer III)</i> Quezon City Department of Engineering
	1.2 Application coursed to the Personnel Section for dispositive action 1.2.1. Prepare General Clearance for signature of the Division Head, City Engineer, and other Department's concerned. 1.2.2. Prepare Office Clearance for signatures of the OIC, Personnel Section, Head, Property and Supply Section, Acting Head, Administrative	None	3 days	<i>Assigned Staff</i> Administrative Division <i>Liaison Aide</i> Administrative Division



	Division and the City Engineer 1.2.3. Request for employee's Service Record at the HRMD.			
2. Submit all the requirements	2.1 Prepare endorsement for initials of the OIC, Personnel Section, Acting Head, Administrative Division and Signature of the City Engineer.	None	1 day	<i>Assigned Staff</i> Administrative Division
	2.2 Transmit endorsement to the HRMD	None	5 minutes	<i>Liaison Aide</i> Administrative Division
TOTAL		None	4 days, 10 minutes	



F. 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.

Office/Division	Personnel Section, Administrative Division			
Classification	Simple			
Type of Transaction	G2G (Government to Employee)			
Who may Avail	Retired & Legal Heirs of the deceased Engineering employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. GSIS Clearance 2. Service Record & LWOP 3. Office Clearance 4. General Clearance 5. Legal Clearance 6. Birth Certificate 7. NOSA 8. SALN 9. Leave Form & Leave Card 10. Ombudsman Clearance Additional Requirements for Survivorship: 1. Certificate of No Marriage (CENOMAR) of employee and spouse 2. PSA Marriage Certificate 3. PSA Death Certificate 4. PSA Birth Certificate of children 5. Waiver of claimant		Department of Engineering 8 th 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 all the requirements	1.1 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> Administrative Division
	1.2 Transmit indorsement to the HRMD	None	5 minutes	<i>Liaison Aide</i> Administrative Division
TOTAL		None	1 day, 5 minutes	



G. 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.

Office/Division		Personnel Section, Administrative Division		
Classification		Simple		
Type of Transaction		G2G (Government to Employee)		
Who may Avail		Engineering employees who were previously / currently deployed		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Walk-in 2. Thru Phone Request		Department of Engineering 8 th 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. Proceed to Personnel Section to request for Certificate of Employment	1.1 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> Administrative Division
	1.2 Release certificate to requestor	None	2 minutes	<i>Releasing Clerk</i> Administrative Division
TOTAL		None	1 day, 2 minutes	



H. ISSUANCE OF OFFICE CLEARANCE

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

OFFICE/DIVISION		Personnel Section, Administrative Division		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G (Government to Employee)		
WHO MAY AVAIL		Officials/Employees of Department of Engineering		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Retirement – Birth Certificate issued by PSA 2. For Optional Retirement – Letter-Request and Birth Certificate		Department of Engineering 8 th 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. Proceed to Personnel Section and bring necessary requirement.	1.1 Prepare Office Clearance.	None	20 minutes	<i>Assigned Staff</i> Administrative Division
	1.2 Forward the document for the signature of the concerned officers and the City Engineer.	None	1 day	<i>Assigned Staff</i> Administrative Division
2. Obtain the request from the Personnel Section.	2.1 Record and release the document.	None	2 minutes	<i>Releasing Clerk</i> Administrative Division
TOTAL		None	1 day, 22 minutes	



I. REQUEST FOR CERTIFICATION OF LEAVE CREDITS

Securing personnel Certification of Leave Credits for various purposes.

OFFICE/DIVISION		Personnel Section, Administrative Division		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G (Government to Employee)		
WHO MAY AVAIL		Officers/Employees of Department of Engineering		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Walk-in		Department of Engineering 8 th 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. Proceed to Personnel Section to request for Certification of Leave Credits	1.1 Check the record of the employee. Compute and accomplish leave credits.	None	15 minutes	<i>Assigned Staff</i> Administrative Division
	1.2 Forward the Application Form for signature of the Acting Head, Administrative Division.		5 minutes	<i>Assigned Staff</i> Administrative Division
2. Obtain the request from the Personnel Section.	2.1 Record and release the document.		3 minutes	<i>Releasing Clerk</i> Administrative Division
TOTAL		None	23 minutes	



J. AUTHENTICATION OF PERSONNEL RECORDS

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

OFFICE/DIVISION		Personnel Section, Administrative Division		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G (Government to Employee)		
WHO MAY AVAIL		Officials/Employees of Department of Engineering		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Walk-in			Applicant/Client	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Personnel Section to request for authentication of personnel record.	1.1 Receive and stamp the document being requested for authentication, for the signature of the officer in charge.	None	3 minutes	<i>Assigned Staff</i> Administrative Division
2. Obtain the request from the Personnel Section.	2.2 Record and release the document. <i>Rekord at paglabas ng Dokumento.</i>	None	2 minutes	<i>Releasing Clerk</i> Administrative Division
TOTAL		None	5 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	<ol style="list-style-type: none"> 1. Fill out the client feedback form and drop it at the designated drop box located on the 8th Floor lobby. 2. Contact information for follow-up and inquiries: Email: engineering@quezoncity.gov.ph Facebook: https://www.facebook.com/QuezonCityDepartmentofEngineering Department of Engineering's Viber Community Phone: 8-988-4242 loc. 8658 and 8661
How feedback is processed	<ol style="list-style-type: none"> 1. The admin opens the drop box and compiles and records all feedback submitted. 2. Feedback requiring answers is forwarded to the concerned division for evaluation and appropriate action. 3. Send response to the client. 4. Contact information for follow-up and inquiries: Email: engineering@quezoncity.gov.ph Facebook: https://www.facebook.com/QuezonCityDepartmentofEngineering Department of Engineering's Viber Community Phone: 8-988-4242 loc. 8658 and 8661
How to file complaints	<ol style="list-style-type: none"> 1. Fill out the client Complaint Form and drop it at the designated drop box located on the 8th Floor lobby. 2. Complaint can also be made via email/telephone provided with the following information: <ul style="list-style-type: none"> - Name of employee/place being complained - Incident - Evidence 3. Contact information for follow-up and inquiries: Email: engineering@quezoncity.gov.ph Facebook: https://www.facebook.com/QuezonCityDepartmentofEngineering Department of Engineering's Viber Community Phone: 8-988-4242 loc. 8658 and 8661
How complaints are being processed	<ol style="list-style-type: none"> 1. The admin opens the complaints drop box and evaluate each complaint. 2. The admin will then start the investigation and forward the report to the division or person concerned for explanation. 3. The admin will send feedback to the client. 4. Contact information for follow-up and inquiries: Email: engineering@quezoncity.gov.ph Facebook: https://www.facebook.com/QuezonCityDepartmentofEngineering Department of Engineering's Viber Community Phone: 8-988-4242 loc. 8658 and 8661



Contact information of Anti- Red Tape Authority (ARTA), PCC Presidential Complaint Center (PCC) , Contact Center ng Bayan (CCB)	ARTA : complaints@arta.gov.ph 8478-5093 PCC : pcc@malacanang.gov.ph 8888 CCB : email@contactcenterngbayan.gov.ph 0908-8816565 (SMS)
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LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the City Engineer	5F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8657
Technical Management Division	5F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8538
Administrative Division	8F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8664
Accounting Section	8F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8659
Personnel Section	8F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8659
Records Section	8F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8658/8661
Electronic Data Section	8F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8659
Property & Supply Section	7F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8544
General Services Section	7F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8754
Planning & Design Division	5F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8541/8542
Vertical Project Supervision Division	7F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8754
Horizontal Project Supervision Division	7F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8746
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