



QUEZON CITY ENGINEERING DEPARTMENT

CITIZEN'S CHARTER



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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 Engineering Department 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 Engineering Department's organizational backbone through professionalism, cooperation and shared values.

IV. OUR SERVICE PLEDGE

We, the officials and employees of the Quezon City Engineering Department commit to public service through:

Improved basic facilities and Infrastructures with efficiency, continuously;

Needs of this city's clients given user-friendly Frontline Service List, indicating services the Engineering Department can provide to them;

Fostering good client relations to the constituents of this City by serving them with outmost courtesy by Authorized Personnel with proper identification from Monday to Friday, 8:00am to 5:00pm, without noon break;

Responding to the constituents complaint about our services the soonest or within the day through our Public Assistance and Complaint Desk Officer, and taking corrective measures;

Availability of our activities and services as posted in our government (www.quezoncity.gov.ph).

We will do our best to serve YOU best.



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Road Maintenance Division External Services



A. ASPHALT OVERLAY

| | | | | |
|---|---|------------------------|---|---|
| Office/Division | Road Maintenance Division | | | |
| Classification | Highly Technical | | | |
| Type of Transaction | G2C | | | |
| Who may Avail | Residents of Quezon City | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter-Request 2. Thru Phone Request 3. Walk-in | | | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the Letter-Request 2. Report the concern thru phone. 3. Walk-in | 1. Inspection by District Engineer. 1.1 Evaluation of reported area / site involved. 1.2 Preparation of Program of Works. | None | 7 days | <i>Engineer V</i> Engineering Department |
| | 2. Inform the client of the inspection's status. Approval of project is subjected to availability of materials. | None | 7 days | <i>Engineer V</i> Engineering Department |
| | 3. Approved funds for Asphalt Overlay. 3.1 Notice to proceed. Implementation of works. | None | If funded - 90 days If not funded - variable | |
| TOTAL | | None | 104 days (if funded) Variable (if not funded) | |



B. ASPHALT PATCHING

| | | | | |
|---|--|------------------------|--|---|
| Office/Division | Road Maintenance Division | | | |
| Classification | Highly Technical | | | |
| Type of Transaction | G2C | | | |
| Who may Avail | Residents of Quezon City | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter-Request 2. Thru Phone Request 3. Walk-in | | | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the Letter-Request 2. Report the concern thru phone. 3. Walk-in | 1. Inspection by District Engineer 1.1 Evaluation of reported area/site involved. 1.2 Preparation of Program of Works. | None | 7 days | <i>Engineer V</i> Engineering Department |
| | 2. Inform the client of the inspection's status. 2.1 Approval of project is subjected to availability of materials. | None | With available materials - 7 days If materials are unavailable - variable | <i>Engineer V</i> Engineering Department |
| TOTAL | | None | 14 days (with available materials Variable (if materials are unavailable) | |



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

| | | | | |
|---|---|------------------------|------------------------|---|
| Office/Division | Road Maintenance Division | | | |
| Classification | Highly Technical | | | |
| Type of Transaction | G2C | | | |
| Who may Avail | Residents of Quezon City | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter-Request 2. Thru Phone Request 3. Walk-in | | | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the Letter-Request 2. Report the concern thru phone. 3. Walk-in | 1. Inspection by District Engineer and evaluation of reported area/site involved. 1.1 Preparation of Program of Works. | None | 7 days | <i>Engineer V</i> Engineering Department |
| | 2. Inform the client of the inspection's status. 2.1 Approval of project is subjected to availability of materials. | None | 15 days | <i>Engineer V</i> Engineering Department |
| TOTAL | | None | 22 days | |



D. ROAD REPAIR

| | | | | |
|---|--|------------------------|--|---|
| Office/Division | Road Maintenance Division | | | |
| Classification | Highly Technical | | | |
| Type of Transaction | G2C | | | |
| Who may Avail | Residents of Quezon City | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter-Request 2. Thru Phone Request 3. Walk-in | | | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the Letter-Request 2. Report the concern thru phone. 3. Walk-in | 1. Inspection by District Engineer 1.1 Evaluation of reported area/site involved. 1.2 Preparation of Program of Works. | None | 7 days | <i>Engineer V</i> Engineering Department |
| | 2. Inform the client of the inspection's status. 2.1 Approval of project is subjected to availability of materials. | None | With available materials - 7 days If materials are unavailable - variable | <i>Engineer V</i> Engineering Department |
| TOTAL | | None | 14 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 request 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 | Residents of Quezon City | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter-Request (job description and pictures) 2. Thru Phone Request (emergency or urgent request) 3. Walk-in | | | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Letter-Request from various barangay constituents. 2. Report the concern thru phone. 3. Walk-in | 1. Inspection by Building Maintenance Personnel 1.2 Evaluation of reported area/site involved. 1.3 Preparation of Program of Works. | None | 3 days | <i>Architect V</i> Engineering Department <i>Architect V</i> Engineering Department <i>Architect V</i> Engineering Department |
| | 2. Inform the client of the project's status. 2.1 Approval of project is subjected to availability of materials. | None | With available materials – 15 days If materials are unavailable - variable | <i>Architect V</i> Engineering Department <i>City Engineer</i> Engineering Department |
| TOTAL | | None | 18 days (with available materials Variable (if materials are unavailable) | |



Horizontal Infra-Projects Division External Services



A. EXCAVATION CLEARANCE PROCESSING

Excavation clearance processing.

| | | | | |
|--|---|-----------------------|--|---|
| Office/Division | Waterworks Project Monitoring & Excavation Section, Horizontal-Infra Projects Division | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C | | | |
| Who may Avail | Water Concessionaire/Representative, Contractors and House/Building Owners | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Completely filled-up Application Form for Excavation, Sewer Connection and Pole/Attachment clearance. Form is available at the Department of Building Official | | | Application Form is available at the Department of Building Official | |
| CLIENTS STEPS | AGENCY ACTIONS | FEESTO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill up Excavation Form and submit Application at the Department of Building Official to be endorsed to Engineering Department through Excavation Section. | 1. Check / Evaluate all documents submitted by the applicant to the Department of Building Official | None | 1 day | <i>Evaluator</i> Department of Building Official |
| 2. To be notified by the inspector thru phone. | 2. Subject to Inspection and Recommendation for Approval / Issuance of Clearance by the City Engineer | None | 2 days | <i>Waterways Superintendent II & City Govt. Department Head III</i> Engineering Department |
| 3. Claim the Excavation Permit at the Department of Building Official. | 3. Releases Clearance and endorse to the Department of Building Official for Excavation Permit. | None | | |
| TOTAL | | None | 3 days | |



Planning and Programming Division External Services



A. PREPARATION OF DETAILED ENGINEERING

Survey of proposed site, site investigation, preparation of design plans, technical specification, quantity and cost estimates, program of work and construction schedule.

| | | | | |
|--|---|---------------------------------|--|---|
| Office/Division | | Planning & Programming Division | | |
| Classification | | Highly Technical | | |
| Type of Transaction | | G2C | | |
| Who may Avail | | Residents of Quezon City | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter-Request 3. Walk-in 2. Thru Phone Request | | | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | 1. Survey of possible site for program of estimates in coordination with barangay officials, school officials and residents of Quezon City. | None | 1 day for 1-5 projects 2 days for 6-10 projects 3 days for 10 or more projects | <i>Head, Planning and Programming Division Engineering Department</i> |
| 1. Letter-Request from various city officials, barangay, school and residents of Quezon City. 2. Report the concern thru phone. 3. Walk-in | 2. Evaluation and inspection of reported are/site involved. | None | 2 days | <i>Head, Planning and Programming Division Engineering Department</i> |
| | 3. Submit to the City Engineer the list of proposed infra-projects. | None | 1 day | <i>Head, Planning and Programming Division Engineering Department</i> |



| | | | | |
|--|---|------|--|---|
| | 4. Preparation of Detailed Engineering | None | 7 days | <i>Head, Planning and Programming Division</i> |
| | 5. Transmit the result to the requesting party (for letter request from requesting party) | None | 1 day | <i>City Government Department Head III Engineering Department</i> |
| | 6. After the preparation of detailed engineering, all documents will be forwarded to the Infra-committee for screening in the public bidding. | None | 1 day | <i>City Government Department Head III Engineering Department</i> |
| | TOTAL | None | 13 days for 1-5 projects 14 days for 6-10 projects 15 days for 15 or more projects | |



Project Management Unit External Services



A. PARTIAL BILLING FOR HORIZONTAL/WATERWAYS PROJECTS

Periodical accomplishment billing until 90% maximum frequency of once a month

| | | | | |
|--|--|--|------------------------|--|
| Office/Division | | Project Monitoring Unit | | |
| Classification | | Highly Technical | | |
| Type of Transaction | | G2B | | |
| Who may Avail | | Contractors | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter-Request for billing addressed to the City Engineer | | 1. Provided by the contractor (signed by duly authorized representative) | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit letter-request | 1. Preparation of detailed accomplishment | None | 2 days | <i>Engineer IV</i> Engineering Department |
| | 2. Project status verification | None | 5 days | <i>Engineer IV</i> Engineering Department |
| | 3. Preparation of Statement of Account (SWA) | None | 4 days | <i>Engineer IV</i> Engineering Department |
| | 4. Request approval or disapproval | None | 2 days | <i>City Government Department Head III</i> Engineering Department |
| | 5. Transmit request to Finance Department | None | 2 days | <i>Engineer IV</i> Engineering Department |
| TOTAL | | None | 15 days | |



B. PARTIAL BILLING FOR VERTICAL PROJECTS

Periodical accomplishment billing until 90% maximum of once a month.

| | | | | |
|--|--|--|------------------------|--|
| Office/Division | | Project Monitoring Unit | | |
| Classification | | Highly Technical | | |
| Type of Transaction | | G2B | | |
| Who may Avail | | Contractors | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter-Request for billing addressed to the City Engineer | | 1. Provided by the contractor (signed by duly authorized representative) | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit letter-request | 1. Preparation of detailed accomplishment | None | 2 days | <i>Engineer IV</i> Engineering Department |
| | 2. Project status verification | None | 7 days | <i>Engineer IV</i> Engineering Department |
| | 3. Preparation of Statement of Account (SWA) | None | 4 days | <i>Engineer IV</i> Engineering Department |
| | 4. Request approval or disapproval | None | 2 days | <i>City Government</i> <i>Department Head III</i> Engineering Department |
| | 5. Transmit request to Finance Department | None | 2 days | <i>Engineer IV</i> Engineering Department |
| TOTAL | | None | 17 days | |



C. FINAL BILLING FOR VERTICAL PROJECTS

Issuance of remaining unbilled contract amount after the project has been satisfactorily completed.

| | | | | |
|--|--|------------------------|--|--|
| Office/Division | Project Monitoring Unit | | | |
| Classification | Highly Technical | | | |
| Type of Transaction | G2B | | | |
| Who may Avail | Contractors | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Letter-Request for billing addressed to the City Engineer 2. As Built Drawings 3. Material Testing Result 4. Technical Specification 5. Pert. CPM | | | 6. Notice to Award 7. Notice to Commence 8. Contract 9. Program of Works 10. Agency Estimate 11. Pictures (colored) 12. Copy of original plans | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit requirements | 1. Punch listing inspection | None | 7 days | <i>Engineer IV</i> Engineering Department |
| 2. Rectification of inspector's findings | 2. Punch listing inspection | None | 5 days | <i>Engineer IV</i> Engineering Department |
| | 3. Preparation of report recommending final inspection | None | 4 days | <i>Engineer IV</i> Engineering Department |
| | 4. Final punch list inspection | None | 7 days | <i>Engineer IV</i> Engineering Department |
| | 5. Preparation of Statement of Account (SWA) | None | 2 days | <i>Engineer IV</i> Engineering Department |
| | 6. Completion and acceptance inspection | None | 3 days | <i>City Government</i> <i>Department Head III</i> Engineering Department |
| | 7. Transmit request to Finance Department | None | 2 days | <i>City Government</i> <i>Department Head III</i> Engineering Department |
| TOTAL | | None | 30 days | |



D. FINAL BILLING FOR HORIZONTAL / WATERWAYS PROJECTS

Issuance of remaining unbilled contract amount after the project has been satisfactorily completed.

| | | | | |
|---|--|-------------------------|------------------------|--|
| Office/Division | | Project Monitoring Unit | | |
| Classification | | Highly Technical | | |
| Type of Transaction | | G2B | | |
| Who may Avail | | Contractors | | |
| CHECKLIST OF REQUIREMENTS | | | | WHERE TO SECURE |
| 1. Letter-Request for billing addressed to the City Engineer 2. As Built Drawings 3. Material Testing Result 4. Technical Specification 5. Pert. CPM 6. Notice to Ward 7. Notice to Commence 8. Contract 9. Program of Works 10. Agency Estimate 11. Pictures (colored) 12. Copy of original plans | | | | 1. Provided by the contractor (signed by duly authorized representative) |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit requirements | 1. Punch listing inspection | None | 3 days | <i>Engineer IV</i> Engineering Department |
| 2. Rectification of inspector's findings | 2. Punch listing inspection | None | 3 days | <i>Engineer IV</i> Engineering Department |
| | 3. Preparation of report recommending final inspection | None | 3 days | <i>Engineer IV</i> Engineering Department |
| | 4. Final punch list inspection | None | 5 days | <i>Engineer IV</i> Engineering Department |
| | 5. Preparation of Statement of Account (SWA) | None | 2 days | <i>Engineer IV</i> Engineering Department |
| | 6. Completion and acceptance inspection | None | 3 days | <i>City Government</i> <i>Department Head III</i> Engineering Department |
| | 7. Transmit request to Finance Department | None | 2 days | <i>City Government</i> <i>Department Head III</i> Engineering Department |
| TOTAL | | None | 21 days | |



E. TIME EXTENSION FOR VERTICAL, HORIZONTAL AND WATERWAYS PROJECTS

Increasing contract time duration due to force majeure, rainy/unworkable days and/or other events stated in R.A. 9184 Annex E, Section 10

| | | | | |
|---|---|--|------------------------|--|
| Office/Division | Project Monitoring Unit | | | |
| Classification | Highly Technical | | | |
| Type of Transaction | G2B | | | |
| Who may Avail | Contractors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter-Request addressed to the City Engineer 2. PERT / CPM and Bar Chart 3. Supporting documents (if needed) 4. If extension is due to weather, submit PAG_ASA report 5. Others | | 1. Provided by the contractor 2. PAG-ASA 3. End-user | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit requirements | 1. Preparation of report recommending approval or disapproval | None | 4 days | <i>Engineer IV</i> Engineering Department |
| | 2. Verify documents submitted | None | 4 days | <i>Engineer IV</i> Engineering Department |
| | 3. Approval / disapproval of request | None | 3 days | <i>City Government</i> <i>Department Head III</i> Engineering Department |
| | 4. Release documents | None | 2 days | <i>Engineer IV</i> Engineering Department |
| TOTAL | | None | 13 days | |



F. PROJECT SUSPENSION FOR VERTICAL, HORIZONTAL & WATERWAYS PROJECTS

Increasing contract time duration due to force majeure, rainy/unworkable days and/or other events stated in R.A. 9184 Annex E, Section 10

| | | | | |
|--|---|--|------------------------|--|
| Office/Division | Project Monitoring Unit | | | |
| Classification | Highly Technical | | | |
| Type of Transaction | G2B | | | |
| Who may Avail | Contractors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter-Request addressed to the City Engineer 2. PERT / CPM and Bar Chart 3. Pictures of affected area 4. Supporting documents (if needed) | | 1. Provided by the contractor 2. End-user | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit requirements | 1. Site inspection | None | 5 days | <i>Engineer IV</i> Engineering Department |
| | 2. Preparation of justification report recommending approval or disapproval | None | 4 days | <i>Engineer IV</i> Engineering Department |
| | 3. Verify documents submitted | None | 4 days | <i>Engineer IV</i> Engineering Department |
| | 4. Approval / disapproval of request | None | 3 days | <i>City Government</i> <i>Department Head III</i> Engineering Department |
| | 5. Release of documents | None | 2 days | <i>Engineer IV</i> Engineering Department |
| TOTAL | | None | 18 days | |



G. VARIATION ORDER FOR VERTICAL, HORIZONTAL & WATERWAYS PROJECTS

Modification of contract amount either increase or increase to satisfy the actual site condition requirements (maximum of 10%).

| | | | | |
|--|---|--|------------------------|---|
| Office/Division | | Project Monitoring Unit | | |
| Classification | | Highly Technical | | |
| Type of Transaction | | G2B | | |
| Who may Avail | | Contractors | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter-Request addressed to the City Engineer 2. Original drawing plans 3. BID documents 4. Pictures (colored) 5. Notice to Proceed 6. Notice to Commence 7. Contract | | 1. Provided by the contractor 2. End-user | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1) Submit requirements | 1. Preparation of cost estimates and take off | None | 14 days | <i>Engineer IV</i> Engineering Department |
| | 2. Verification of submitted documents | None | 14 days | <i>Engineer IV</i> Engineering Department |
| | 3. Recommend approval / disapproval | None | 7 days | <i>City Govt.</i> <i>Department Head III</i> Engineering Department |
| | 4. Approval / disapproval of variation order | None | 7 days | Variation Committee |
| | 5. Preparation of report address to the Mayor | None | 5 days | Variation Committee |
| | 6. Approval / disapproval of variation order | None | 7 days | <i>City Mayor</i> Office of the City Mayor |
| | 7. Issuance of report to contractor | None | 2 days | <i>City Mayor</i> Office of the City Mayor |
| TOTAL | | None | 56 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.

| | | | | |
|--|---|------------------------|--------------------------------|--|
| Office/Division | Records Section, Administrative Division | | | |
| Classification | Simple | | | |
| Type of Transaction | G2B, G2C, G2G | | | |
| Who may Avail | General Public | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Letter of concerned with attachment from the general public 2. Letter response to the end-user | | | 1. Government agency concerned | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Letter request or communication to Records Section 1.1 Obtain receiving copy | 1. Receive and stamp the documents 1.1. Provide the client a receiving copy for reference 1.2 Encode communications for attachment of Routine Slip 1.3 Check and review the communications before proceeding to the City Engineer | None | 1 day | <i>Chief Administrative Officer</i> Engineering Department |
| | 2. Forward communications to the Office of the City Engineer for instructions indicated in the Routine Slip | None | 1 day | <i>City Government Department Head III</i> Engineering Department |
| | 3. Receive and check the instructions of the City Engineer and encode in Logbook Records Communication e-file 3.1 Release documents to different divisions, utility, contractor, barangay and other concerned agencies as instructed by the City Engineer. | None | 1 day | <i>Chief Administrative Officer</i> Engineering Department |
| TOTAL | | None | 3 days | |



B. ISSUANCE OF CERTIFIED PHOTOCOPIES

To provide clients of certified photocopies of documents.

| | | | | |
|--|--|------------------------|--------------------------------|---|
| Office/Division | Records Section, Administrative Division | | | |
| Classification | Simple | | | |
| Type of Transaction | G2B, G2C, G2G | | | |
| Who may Avail | General Public | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Letter of concerned with attachment from the general public | | | 1. Government agency concerned | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Communications from the end-user, complaints request | 1. Receive request and check the Storage/Archive Room 1.1. Stamp with Certified Photocopy to be signed by the Head of Records Section 1.2 Issue Order of payment | None | 1 day | <i>Administrative Officer IV, Records Section Engineering Department</i> |
| 2) Certified true copy of previous documents needed. | 2. Order of Payment to be paid at the City Treasurer's Office 2.1 Filing of the photocopy of the receipt from the City Treasure's Office | ₱ 50.00 | | <i>City Treasurer City Treasurer's Office</i> <i>Administrative Officer IV, Records Section Engineering Department</i> |
| TOTAL | | ₱ 50.00 | 1 day | |



Administrative Division Internal Services



A. APPLICATION FOR EMPLOYMENT/PROMOTION

Employment/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, G2C | | | |
| Who may Avail | Employees of Engineering Department, General Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of Application specifying the position Desired and 2. Personal Data Sheet | | Personnel Section | | |
| 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. Forward the request to the City Engineer for instructions. | None | 1 day | <i>Administrative Officer IV, Records Section Engineering Department</i> |
| | 2. Application coursed to the Chief Administrative Officer for dispositive action. | None | 1 day | <i>City Government Department III Engineering Department</i> |
| | 3. Conduct pre-screening | None | 1 day | <i>Administrative Officer II, Personnel Section Engineering Department</i> |
| | 4. Prepare notice of screening and submit to the Chief Administrative Officer for interview 4.1 Forward evaluation to the City Engineer for approval &/or further interview. | None | 2 days | <i>Chief Administrative Officer Engineering Department</i> |



| | | | | |
|--|--|------|-------------------|---|
| | 5. City Engineer forwards to Asst. City Engr. for Administration &/or Chief Administrative Officer for coordination &/or instructions. | None | 2 days | <i>City Government Department Head III Engineering Department</i> |
| 2. Submit all the requirements for employment / promotion. | 6. Notify applicants to comply with the requirements. | None | 5 minutes | <i>Chief Administrative Officer Engineering Department</i> |
| TOTAL | | None | 7 days, 5 minutes | |



B. 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 | | | |
| WHO MAY AVAIL | Employees of Engineering Department | | | |
| 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 | | | Personnel Section | |
| 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. Receive the duly filled-up Leave of Absence Form 1.1 Compute and record the leave credits. | None | 1 day | <i>Administrative Officer II, Personnel Section Engineering Department</i> |
| | 2. Forward the Application Form for initial. 2.1 Forward the Application Form for signatures of the Chief Administrative Officer and Asst. City Engineer for Administration | None | | <i>Administrative Officer II, Personnel Section Engineering Department</i> |
| TOTAL | | None | 1 day | |



C. APPLICATION FOR RETIREMENT

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

| | | | | |
|--|--|--|------------------------|--|
| Office/Division | | Personnel Section, Administrative Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| 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 | | | | Personnel Section |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Letter of Intent to retire (FOR OPTIONAL RETIREE) addressed to the City Engineer at the Records Section | 1. Receive and stamp the documents 1.1. Provide the client a receiving copy for reference 1.2 Encode communications for attachment of Routine Slip 1.3 Check and review the communications before proceeding to the City Engineer | None | 1 day | <i>Administrative Officer II, Personnel Section Engineering Department</i> |
| 2. Submit all the requirements | 2. Prepare endorsement for initials of the Chief Administrative Officer and Asst. City Engineer for Administration and signature of the City Engineer. | None | 1 day | <i>Administrative Officer II, Personnel Section Engineering Department</i> |
| | 3. Transmit endorsement to the HRMD | None | | Human Resource Management Department |
| TOTAL | | None | 2 days | |



D. 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 | | | |
| 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 | | | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit all the requirements | 1) Prepare indorsement for initials of the Chief Administrative Officer and Asst. City Engineer for Administration and signature of the City Engineer. | None | 2 days | <i>Administrative Officer II, Personnel Section Engineering Department</i> |
| | 2) Transmit indorsement to the HRMD | None | | Human Resource Management Department |
| TOTAL | | None | 2 days | |



E. 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 requires certificate.

| | | | | |
|--|--|------------------------|------------------------|--|
| Office/Division | Personnel Section, Administrative Division | | | |
| Classification | Simple | | | |
| Type of Transaction | G2G | | | |
| Who may Avail | Engineering employees who were previously / currently deployed | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Walk-in 2. Thru Phone Request | | Personnel Section | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to Personnel Section to request for Certificate of Employment | 1. Prepare Certificate of Employment 1.1 Forward to the Chief Admin Officer and Asst. City Engineer for Administration for initials and signature of the City Engineer. | None | 1 day | <i>Administrative Officer II, Personnel Section Engineering Department</i> |
| | 2. Release certificate to requestor | None | 2 minutes | <i>Administrative Officer II, Personnel Section Engineering Department</i> |
| TOTAL | | None | 1 day, 2 minutes | |



F. 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 Engineering Department | | | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | | | |
| 1. For Retirement – Service Record 2. For Leave – exceeded 14 days – approved leave | Personnel Section | | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to Personnel Section and bring necessary requirement. | 1. Prepare Office Clearance. | None | 15 minutes | <i>Administrative Officer II, Personnel Section Engineering Department</i> |
| | 2. Forward the document for the signature of the concerned officers. | None | 1 day | <i>Administrative Officer II, Personnel Section Engineering Department</i> |
| 2. Obtain the request from the Personnel Section. | 3. Record and release the document. | None | 2 minute | <i>Administrative Officer II, Personnel Section Engineering Department</i> |
| TOTAL | | None | 1 day, 17 minutes | |



G. 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 Engineering Department | | | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | | | |
| 1. Walk-in | Personnel Section | | | |
| 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. Check the record of the employee. Compute and accomplish leave credits. | None | 10 minutes | <i>Administrative Officer II, Personnel Section Engineering Department</i> |
| | 2. Encode leave credits. | | | <i>Administrative Officer II, Personnel Section Engineering Department</i> |
| | 3. Forward the Application form for the initial and signature of the officer in charge. | None | 5 minutes | <i>Administrative Officer II, Personnel Section Engineering Department</i> |
| 2. Obtain the request from the Personnel Section. | 4. Record and release the document. | | 3 minutes | <i>Administrative Officer II, Personnel Section Engineering Department</i> |
| TOTAL | | None | 1 day, 17 minutes | |



H. AUTHENTICATION OF PERSONNEL RECORDS

Official/Employees whether still in the service, retired, resigned, etc. often request for the authentication of the photocopy of their appointment, SALN, NOSA, Payslip, etc. for various purpose, otherwise it will not be considered an official document.

| | | | | |
|--|--|------------------------|------------------------|--|
| OFFICE/DIVISION | Personnel Section, Administrative Division | | | |
| CLASSIFICATION | Simple | | | |
| TYPE OF TRANSACTION | G2G – Government to employee | | | |
| WHO MAY AVAIL | Officials/Employees of Engineering Department | | | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | | | |
| 1. Walk-in | Personnel Section | | | |
| 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. Receive and stamps the name of the signatory to the document being requested for authentication | None | 1 minute | <i>Administrative Officer II, Personnel Section Engineering Department</i> |
| | 2. forward the document to the officer for signature | None | 3 minutes | <i>Administrative Officer II, Personnel Section Engineering Department</i> |
| 2. Obtain the request from the Personnel Section. | 5. Record and release the document. | None | 1 minute | <i>Administrative Officer II, Personnel Section Engineering Department</i> |
| 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-up the client feedback form and drop it at the designated drop box located at the Public Assistance Complaints Desk. 2. Contact information for follow-up and inquiries: gc.engineeringdept@gmail.com 988-4242 loc. 8657 |
| How feedback is processed? | <ol style="list-style-type: none"> 1. Every Friday the Public Assistance Officer of the day opens the drop box and compiles and records all feedbacks submitted. 2. Feedback requiring answers are forwarded to the Chief Administrative Officer to answer within five (5) days upon receipt of the feedback. 3. Send response to the client. 4. Contact information for follow-up and inquiries: gc.engineeringdept@gmail.com 988-4242 loc. 8657 |
| How to file complaints? | <ol style="list-style-type: none"> 1. Fill-up the client Complaint Form and drop it at the designated drop box located at the Public Assistance Complaints Desk. 2. Complaint can also be made via telephone provided with the following information: <ul style="list-style-type: none"> - Name of employee being complained - Incident - Evidence 3. Contact information for follow-up and inquiries: gc.engineeringdept@gmail.com 988-4242 loc. 8657 |



| | |
|---|---|
| <p>How complaints are processed?</p> | <ol style="list-style-type: none"> 1. The Chief Administrative Officer daily opens the complaints drop box and evaluate each complaint. 2. The Chief Administrative Officer will then start the investigation and forward the report to the person concerned for his/her explanation. 3. The Chief Administrative Officer makes report and shall submit to the Asst. City Engineer for Administration for appropriate action. 4. The Asst. City Engineer forwards the report to the City Engineer for approval. 5. The Chief Administrative Officer will send feedback to the client. 6. Contact information for follow-up and inquiries: gc.engineeringdept@gmail.com 988-4242 loc. 8657 |
| <p>Contact information of Anti-Red Tape Authority (ARTA), PCC Presidential Complaint Center (PCC) , Contact Center ng Bayan (CCB)</p> | <p>ARTA : complaints@arta.gov.ph 8478-5093 PCC : 8888 CCB : 0908-8816565 (SMS)</p> |



LIST OF OFFICES

| OFFICE | ADDRESS | CONTACT INFORMATION |
|--|--|------------------------------|
| Office of the City Engineer | 6F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C. | 988-4242 loc. 8665 & 8657 |
| Office of the Asst. City Engineer for Administration | 5F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C. | 988-4242 loc. 8544 |
| Office of the Asst. City Engineer for Operations | 7F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C. | 988-4242 loc. 8747 |
| Chief of Staff | 6F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C. | |
| Administrative Division | 6F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C. | 988-4242 loc. 8536 |
| Accounting Section | 6F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C. | 988-4242 loc. 8661 |
| Personnel Section | 6F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C. | 988-4242 loc. 8559 |
| Records Section | 6F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C. | 988-4242 loc. 8658 |
| Property & Supply Section | 5F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C. | 988-4242 loc. 8663 |
| Planning & Programming Division | 5F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C. | 988-4242 loc. 8538 & 8541 |
| Waterways Infra-Project Division | 5F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C. | 988-4242 loc. 8751 |
| Building Maintenance Division | 5F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C. | 988-4242 loc. 8742 |
| Horizontal Project Supervision Division | 7F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C. | 988-4242 loc. 8746 |
| Utilities Section | 7F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C. | 988-4242 loc. 8543 |
| Vertical Project Supervision Division | 7F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C. | 988-4242 loc. 8754 |
| Road Maintenance Division | 7F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C. | 988-4242 loc. 8750 |