



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.



LIST OF SERVICES

Road	Maintenance Division
Exte	ernal Services
A.	Asphalt Overlay
B.	Asphalt Patching
C.	Declogging/Desilting, Crack Sealing and Installation
	of Manhole Cover & Repair of Sidewalk/Curb & Gutter/Inlets
D.	Road Repair
Buildi	ng Maintenance Division
Exte	ernal Services
A.	Building Maintenance
Horiz	ontal Projects Supervision Division
Exte	ernal Services
A.	Excavation Clearance Processing
Plann	ing and Programming Division
Exte	ernal Services
A.	Preparation of Detailed Engineering
Projec	t Management Unit
Exte	ernal Services
A.	Partial Billing for Horizontal/Waterways Projects
B.	Partial Billing for Vertical Projects
C.	Final Billing for Vertical Projects
D.	Final Billing for Horizontal/Waterways Projects
E.	Time Extension for Vertical, Horizontal & Waterways Projects
F.	Project Suspension for Vertical, Horizontal & Waterways Projects
G.	Variation Order for Vertical, Horizontal & Waterways Projects
Admii	nistrative Division
Exte	ernal Services
A.	Receiving of Various Communications, Complaints, Requests,
	Billing, etc

B. Issuance of Certified Photocopies	
Internal Services	
A. Application for Employment/Promotion	30
B. Application for Leave of Absences	32
C. Application for Retirement	33
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F. Issuance of Office Clearance	36
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H. Authentication of Personnel Records	38
Feedback and Complaint Mechanisms	39

List of Offices ------



Road Maintenance Division External Services



A. ASPHALT OVERLAY

Office/Division		Road Maintenan	ce Division		
Classification		Highly Technical			
Type of Transac	tion	G2C			
Who may Avail		Residents of Que			
CHECKLIST OF		JIREMENTS	WHERE TO	SECURE	
1. Letter-Reques					
2. Thru Phone Re	eques	t			
3. Walk-in				T	
CLIENTS	AGE	ENCY ACTIONS	FEES TO	PROCESSING	PERSON
STEPS			BE PAID	TIME	RESPONSIBLE
1. Submit the		nspection by	None	7 days	Engineer V
Letter-		District			Engineering
Request		ngineer.			Department
2. Report the		Evaluation of			
concern thru		eported area /			
phone.		ite involved.			
3. Walk-in	1.2 Preparation of				
	Program of Works.				
	2. Inform the client		None	7 days	Engineer V
		f the inspection's	NOHE	1 days	Engineering
		atus. Approval			Department
		f project is			Ворантон
		ubjected to			
		vailability of			
		aterials.			
		Approved funds	None	If funded - 90	
		or Asphalt		days	
		Òverlay.		_	
	3.1 N	Notice to		If not funded -	
p		roceed.		variable	
Impleme		mplementation			
	of works.				
TOTAL		None	104 days (if		
				funded	
				Variable (if not	
				funded)	



B. ASPHALT PATCHING

Office/Division	Road Mainten	ance Divisio	n	
Classification	Highly Technic	cal		
Type of Transaction	on G2C			
Who may Avail	Residents of C	Quezon City		
CHECKLIST OF R	EQUIREMENTS	WHERE T	O SECURE	
1. Letter-Request				
2. Thru Phone Req	uest			
3. Walk-in				
CLIENTS STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the	1. Inspection by	None	7 days	Engineer V
Letter-Request	District			Engineering
2. Report the	Engineer			Department
concern thru	1.1 Evaluation of			
phone. 3. Walk-in	reported area/site			
J. Waik-III	involved.			
	1.2 Preparation			
	of Program			
	of Works.			
	or works.			
	2. Inform the	None	With available	Engineer V
	client of the		materials - 7	Engineering
	inspection's		days	Department
	status.		If materials are	-
	2.1 Approval of		unavailable -	
	project is		variable	
	subjected to			
	availability of			
	materials.			
	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 Maintenar	nce Division		
Classification		Highly Technica	ıl		
Type of Transaction	on	G2C			
Who may Avail	Who may Avail Residents of Qu				
CHECKLIST OF RI	EQU	IIREMENTS	WHERE T	O SECURE	
1. Letter-Request					
2. Thru Phone Req	uest				
3. Walk-in	1				
CLIENTS STEPS		AGENCY	FEES TO	PROCESSING	PERSON
		ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the	1.	Inspection by	None	7 days	Engineer V
Letter-Request		District			Engineering
2. Report the		Engineer and			Department
concern thru		evaluation of			
phone.		reported			
3. Walk-in		area/site			
		involved.			
	1.1	Preparation of			
		Program of			
	2.	Works. Inform the	None	1E dove	Engineer V
	۷.	client of the	None	15 days	Engineer V
		inspection's			Engineering Department
		status.			Department
	2 1	Approval of			
	۷.۱	project is			
		subjected to			
		availability of			
		materials.			
	<u> </u>	TOTAL	None	22 days	



D. ROAD REPAIR

Office/Division		Road Maintenar	nce Division		
Classification		Highly Technica	ıl		
Type of Transact	tion	G2C			
Who may Avail		Residents of Qu			
CHECKLIST OF I	REQ	UIREMENTS	WHERE TO	O SECURE	
1. Letter-Request					
2. Thru Phone Re	ques	t			
3. Walk-in	ı				
CLIENTS		AGENCY	FEES TO	PROCESSING	PERSON
STEPS		ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the		Inspection by	None	7 days	Engineer V
Letter-		District			Engineering
Request		Engineer			Department
2. Report the		Evaluation of			
concern thru		reported			
phone.		area/site			
3. Walk-in		involved.			
		Preparation of Program of			
		Works.			
		VVOIRS.			
	2.	Inform the client	None	With available	Engineer V
		of the	110110	materials - 7	Engineering
		inspection's		days	Department
		status.		, -	
		Approval of		If materials are	
		project is		unavailable -	
		subjected to		variable	
		availability of			
materials.					
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 Maintenan	ce Division		
Classification		Highly Technical			
Type of Transacti	Type of Transaction G2G (Government			ent)	
Who may Avail		Residents of Quezo	on City		
CHECKLIST OF R			WHERE TO	SECURE	
1. Letter-Request ((job d	description and			
pictures					
2. Thru Phone Red	quest	: (emergency o			
urgent request)					
3. Walk-in	1				
CLIENTS		AGENCY	FEES TO	PROCESSING	PERSON
STEPS	4	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Letter-Request	1.	Inspection by	None	3 days	Architect V
from various		Building			Engineering
barangay		Maintenance			Department
constituents.	4.0	Personnel Evaluation of			Architect V
2. Report the concern thru	1.2	reported area/site			Engineering
phone.		involved.			Department
3. Walk-in		iiivoiveu.			Бераппепі
J. Walk-III	13	Preparation of			Architect V
	1.0	Program of Works.			Engineering
		r regram or tronto.			Department
	2.	Inform the client of	None	With available	Architect V
		the project's		materials –	Engineering
		status.		15 days	Department
				,	'
	2.1	Approval of project		If materials are	City Engineer
		is subjected to		unavailable -	Engineering
		availability of		variable	Department
		materials.	None		
	TOTAL			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	ct Monitoring 8	& Excavation Sect	ion, Horizontal-
	Infra Projects Divi	sion		
Classification	Simple			
Type of Transaction	G2C	T		
Who may Avail			essionaire/Repres	-
		Contractors a	and House/Buildin	
CHECKLIST OF REC			WHERE TO S	
	Application Form for Ex			rm is available at
	nd Pole/Attachment cle		the Departmen	it of Building
	partment of Building O		Official	DEDCON
CLIENTS STEPS	AGENCY ACTIONS	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up	1. Check / Evaluate	None		Evaluator
Excavation Form	all documents	None	1 day	Department of
and submit	submitted by the			Building Official
Application at the	applicant to the			Building Official
Department of	Department of			
Building Official	Building Official			
to be endorsed	Dulluling Official			
to Engineering				
Department				
through				
Excavation				
Section.				
2. To be notified by	2. Subject to	None	2 days	Waterways
the inspector thru	Inspection and			Superintendent
phone.	Recommendation			· 11 &
	for Approval /			City Govt.
	Issuance of			Department
	Clearance by the			Head III
	City Engineer			Engineering
				Department
3. Claim the	3. Releases	None		
Excavation	Clearance and			
Permit at the	endorse to the			
Department of	Department of			
Building Official.	Building Official for			
	Excavation Permit.			
	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 Di	vision
Classification		Highly Technical		
Type of Transact	tion	G2C		
Who may Avail		Residents	of Quezon City	
CHECKLIST OF I	REQUIREMENTS	WHERE TO	O SECURE	
1. Letter-Request	3. Walk-in			
2. Thru Phone Re	quest			
CLIENTS	AGENCY	FEES TO	PROCESSING	PERSON
STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
	1. Survey of possible	None	1 day for 1-5	Head, Planning
	site for program of		projects	and
	estimates in		2 days for 6-10	Programming
	coordination with		projects	Division
	barangay officials,		3 days for 10	Engineering
	school officials		or more	Department
	and residents of		projects	
4 1 11	Quezon City.	.	0.1	
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	Head, Planning and Programming Division Engineering Department
	3. Submit to the City Engineer the list of proposed infra- projects.	None	1 day	Head, Planning and Programming Division Engineering Department



Preparation of Detailed Engineering	None	7 days	Head, Planning and Programming Division
5. Transmit the result to the requesting party (for letter request from requesting party)	None	1 day	City Government Department Head III Engineering Department
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	City Government Department Head III Engineering Department
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 Monitori	na Unit		
Classification Highly Technica			•		
Type of Transaction G2B					
Who may Avail		Contractors			
CHECKLIST OF RE	QUI	REMENTS	WHERE T	O SECURE	
1. Letter-Request for	r bill	ing addressed	1. Provided	d by the contracto	r (signed by duly
to the City Engine				ed representative	
CLIENTS STEPS		AGENCY	FEES TO	PROCESSING	PERSON
		ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit letter-		Preparation of	None	2 days	Engineer IV
request		detailed			Engineering
		accomplishment			Department
		Project status	None	5 days	Engineer IV
	'	verification			Engineering
				4 1	Department
		Preparation of	None	4 days	Engineer IV
		Statement of			Engineering
		Account (SWA)	None	2 days	Department <i>City</i>
		Request	None	2 days	Government
		approval or disapproval			Department Department
	,	uisappiovai			Head III
					Engineering
					Department
	5.	Transmit	None	2 days	Engineer IV
	1	request to		,	Engineering
		, Finance			Department
	[Department			•
		TOTAL	None	15 days	



B. PARTIAL BILLING FOR VERTICAL PROJECTS

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

Office/Division	Office/Division Project Monitoring Unit				
Classification	Highly Technical				
Type of Transaction	G2B				
Who may Avail	Contractors				
CHECKLIST OF REQU	JIREMENTS	WHERE T	O SECURE		
1. Letter-Request for bi	illing addressed	1. Provided	d by the contracto	or (signed by duly	
to the City Engineer			ed representative)	
CLIENTS STEPS	AGENCY	FEES TO		PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
	. Preparation of	None	2 days	Engineer IV	
request	detailed			Engineering	
	accomplishment			Department	
2.	Project status	None	7 days	Engineer IV	
	verification			Engineering	
				Department	
3.	Preparation of	None	4 days	Engineer IV	
	Statement of			Engineering	
	Account (SWA)			Department	
4.	Request	None	2 days	City	
	approval or			Government	
	disapproval			Department Head III	
				Engineering Department	
5	 Transmit	None	2 days	Department Engineer IV	
]	request to	INOHE	2 uays	Engineering	
	Finance			Department	
	Department			Dopartificit	
	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 Mon	nitoring Unit			
Classification		Highly Tech				
Type of Transac	tion	G2B				
Who may Avail		Contractors				
CHECKLIST OF	ECKLIST OF REQUIREMENTS				WHER	E TO SECURE
1. Letter-Request		6. Notice to	Award			ided by the
	J		Commence			ractor (signed by
City Engineer		8. Contract			_	authorized
2. As Built Drawir	_	9. Program			repre	esentative)
3. Material Testin		10. Agency				
4. Technical Spec	cification	11. Pictures	,			
5. Pert. CPM			original plans			
CLIENTS		ENCY	FEES TO	PROCES		PERSON
STEPS		TIONS	BE PAID	TIM		RESPONSIBLE
1. Submit	1. Punch	•	None	7 da	ys	Engineer IV
requirements	inspec					Engineering Department
2. Rectification	2. Punch		None	5 da	ys	Engineer IV
of inspector's	inspec	tion				Engineering Department
findings						
	3. Prepar	ration of	None	4 da	ys	Engineer IV
	report					Engineering Department
		mending				
		spection				
	4. Final p		None	7 da	ys	Engineer IV
	inspec					Engineering Department
	5. Prepar		None	2 da	ys	Engineer IV
	Staten					Engineering Department
		nt (SWA)				
		etion and	None	3 da	ys	City Government
	accept					_ Department Head III
	inspec			_		Engineering Department
		nit request	None	2 da	ys	City Government
	to Fina					Department Head III
	Depart					Engineering Department
		TOTAL	None	30 da	ays	



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 Tech	nnical		
Type of Transac	tion	G2B			
Who may Avail		Contractors			
CHECKLIST OF			WH	IERE TO SECURE	
4 1 11 5	C L'III O NI C' C	\A/ I		4 -	
1. Letter-Request	_				Provided by the
addressed to the City Engineer	8. Contract	Commence	,		contractor (signed by duly authorized
2. As Built Drawir					representative)
3. Material Testin				'	epresentative)
4. Technical Spec					
5. Pert. CPM	12. Copy of o	,	8		
CLIENTS	AGENCY	FEES TO	PROCESSI	NG	PERSON
STEPS	ACTIONS	BE PAID	TIME		RESPONSIBLE
1. Submit	1. Punch listing	None	3 days		Engineer IV
requirements	inspection				Engineering Department
2. Rectification	2. Punch listing	None	3 days		Engineer IV
of inspector's	inspection				Engineering Department
findings	0 D (; (N.I	0.1		5
	3. Preparation of	None	3 days		Engineer IV
	report				Engineering Department
	recommending final inspection				
	4. Final punch list	None	5 days		Engineer IV
	inspection	None	o days		Engineering Department
	5. Preparation of	None	2 days		Engineer IV
	Statement of				Engineering Department
	Account (SWA)				
	6. Completion and	None	3 days		City Government
	acceptance				Department Head III
	inspection				Engineering Department
	7. Transmit request to	None	2 days		City Government
	Finance				Department Head III
	Department				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	r Unit				
Classification	Highly Technical	<i>y</i> 01.111				
Type of Transactio						
Who may Avail	Contractors					
CHECKLIST OF RE		WHERE TO SECURE				
1. Letter-Request ac		1. Provided	d by the contracto	or		
Engineer	,	2. PAG-AS				
2. PERT / CPM and	Bar Chart	3. End-use	er			
3. Supporting docum	nents (if needed)					
4. If extension is due	,					
PAG_ASA report	·					
5. Others						
CLIENTS STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
	ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Submit	 Preparation of 	None	4 days	Engineer IV		
requirements	report			Engineering		
	recommending			Department		
	approval or					
	disapproval					
	2. Verify	None	4 days	Engineer IV		
	documents			Engineering		
	submitted			Department		
	3. Approval /	None	3 days	City		
	disapproval of			Government		
	request			Department		
				_ Head III		
				Engineering		
	4.5.1			Department		
	4. Release	None	2 days	Engineer IV		
	documents			Engineering		
			40.	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	g Unit		
Classification	Highly Technical			
Type of Transaction	n G2B			
Who may Avail	Contractors			
CHECKLIST OF RE	QUIREMENTS	WHERE T	O SECURE	
1. Letter-Request ad	1. Provided	d by the contracto	or	
Engineer	2. End-use	er		
2. PERT / CPM and				
3. Pictures of affecte				
4. Supporting docum			T	
CLIENTS STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit	1. Site inspection	None	5 days	Engineer IV
requirements				Engineering
				Department
	2. Preparation of	None	4 days	Engineer IV
	justification			Engineering
	report			Department
	recommending			
	approval or			
	disapproval 3. Verify	None	4 days	Engineer IV
	documents	None	4 uays	Engineering
	submitted			Department
	4. Approval /	None	3 days	City
	disapproval of	140110	o days	Government
	request			Department
	. 5 4 4 5 5 1			Head III
				Engineering
				Department
	5. Release of	None	2 days	Engineer IV
	documents			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

Project Monitoring Offic				
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
1. Provided by	y the contractor			
2. End-user				
FEES TO	PROCESSING	PERSON		
BE PAID	TIME	RESPONSIBLE		
None	14 days	Engineer IV		
		Engineering		
		Department		
None	14 days	Engineer IV		
		Engineering		
		Department		
None	7 days	City Govt.		
		Department Head		
		· III		
		Engineering		
		Department		
None	7 days	Variation		
	•	Committee		
None	5 days	Variation		
	•	Committee		
None	7 days	City Mayor		
		Office of the City		
		Mayor		
None	2 days	City Mayor		
		Office of the City		
		Mayor		
None	56 days			
	Highly Techni G2B Contractors WHERE TO S 1. Provided by 2. End-user FEES TO BE PAID None None None None None None None None	G2B Contractors WHERE TO SECURE 1. Provided by the contractor 2. End-user PROCESSING TIME None 14 days None 14 days None 7 days None 7 days None 7 days None 7 days None 2 days None 2 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, Administra	ative Division	<u> </u>	
Classification		Simple			
Type of Transac	tion	G2B, G2C, G2G			
Who may Avail		General Public			
CHECKLIST OF	REQUIREN	MENTS	WHERE TO SECURE		
1. Letter of conce	rned with a	ttachment from the general	1. Governr	nent agency conc	erned
public					
2. Letter response	e to the end				T
CLIENTS		AGENCY	FEES TO	PROCESSING	PERSON
STEPS		ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit		ive and stamp the	None	1 day	Chief
Letter	docur				Administrative
request or		de the client a			Officer
communication		ving copy for reference			Engineering
to Records		le communications			Department
Section		achment of Routine Slip			
4.4.064=:=		and review the			
1.1 Obtain		unications before			
receiving	-	eding to the City			
сору	Engine 2. Forwa	rd communications	None	1 day	City
		Office of the City	None	i uay	Government
		eer for instructions			Department
	_	ted in the Routine Slip			Head III
	Indica	ted in the reduite onp			Engineering
					Department
	3. Receiv	ve and check the	None	1 day	Chief
		ctions of the City		,	Administrative
		eer and encode in			Officer
		ok Records			Engineering
	Comm	nunication e-file			Department
	3.1 Releas	se documents to			·
	differe	nt divisions, utility,			
		ctor, barangay and			
		concerned agencies			
	as ins	tructed by the City Engineer.			
		TOTAL	None	3 days	



B. ISSUANCE OF CERTIFIED PHOTOCOPIES

To provide clients of certified photocopies of documents.

Office/Division	Records Section, Admir	istrative Div	rision		
Classification	Simple				
Type of Transaction	G2B, G2C, G2G	i			
Who may Avail	General Public				
CHECKLIST OF REQUIP	REMENTS	WHERE TO SECURE			
1. Letter of concerned wit	h attachment from the	1. Governr	nent agency conc	erned	
general public					
CLIENTS STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Communications from the end-user,	Receive request and check the	None	1 day	Administrative Officer IV,	
complaints request	Storage/Archive			Records Section	
Complaints request	Room			Engineering	
	1.1. Stamp with			Department	
	Certified			Вораганона	
	Photocopy to be				
	signed by the				
	Head of Records				
	Section				
	1.2 Issue Order of				
	payment				
2) Certified true copy of	2. Order of Payment	₱ 50.00		City Treasurer	
previous documents	to be paid at the			City Treasurer's	
needed.	City Treasurer's			Office	
	Office				
	2.1 Filing of the			Administrative	
	photocopy of the			Officer IV,	
	receipt from the			Records Section	
	City Treasure's Office			Engineering Department	
	Office			реранинени	
	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	on	G2G, G2C					
Who may Avail		Employees of Engineering	Department	t, General Public			
CHECKLIST OF R	EQUIRI	EMENTS	WHERE TO SECURE				
	r of Application specifying the position Personnel Section						
Desired and 2. Persona							
CLIENTS STEPS		AGENCY	FEES TO	PROCESSING	PERSON		
4 0	4 5-	ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Submit Letter		rward the request to the	None	1 day	Administrative		
of Application and Personal		ty Engineer for structions.			Officer IV, Records Section		
Data Sheet at	ITIS	structions.			Engineering		
the Records					Department		
Section.					Department		
Occion.	2 Ar	pplication coursed to the	None	1 day	City		
		nief Administrative Officer	140110	rady	Government		
		dispositive action.			Department III		
					Engineering		
					Department		
	3. Cc	onduct pre-screening	None	1 day	Administrative		
				-	Officer II,		
					Personnel		
					Section		
					Engineering		
					Department		
		epare notice of screening	None	2 days	Chief		
		d submit to the Chief			Administrative		
		Iministrative Officer for			Officer		
		erview			Engineering		
		rward evaluation to the			Department		
		ty Engineer for approval					
	&/ (or further interview.					



	5.	City Engineer forwards to	None	2 days	City
		Asst. City Engr. for			Government
		Administration &/or Chief			Department
		Administrative Officer for			Head III
		coordination &/or instructions.			Engineering
					Department
2. Submit all the	6.	Notify applicants to comply	None	5 minutes	Chief
requirements for		with the requirements.			Administrative
employment /					Officer
promotion.					Engineering
					Department
		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 be the CSC Rules and Regulations.

OFFICE/DIVISION		Personnel Section, Adn	ninistrative Di	vision		
CLASSIFICATION		Simple				
TYPE OF TRANSAC	TION	G2G				
WHO MAY AVAIL		Employees of Engineer	rees of Engineering Department			
CHECKLIST OF REC	UIREMI					
1. Duly accomplished	leave fo	rm (CS Form 6) in two	Personnel S	ection		
(2) copies						
2. Medical Certificate	for sick I	eave exceeding five (5)				
days and other sup	porting of	documents				
CLIENTS STEPS		AGENCY	FEES TO	PROCESSING	PERSON	
		ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Accomplish leave		ceive the duly filled-up	None	1 day	Administrative	
form (CS Form 6)		ave of Absence Form			Officer II,	
from Nos. 1 to 6D.		mpute and record the			Personnel	
Have the	lea	ive credits.			Section	
respective head					Engineering	
sign for					Department	
recommending						
approval of leave						
and submit to						
Personnel Section						
		ward the Application	None		Administrative	
		m for initial.			Officer II,	
		ward the Application			Personnel	
		m for signatures of the			Section	
		Administrative Officer			Engineering	
		st. City Engineer for			Department	
	Admini	stration				
		TOTAL	Nana	1 dov		
		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 Transac	ction	G2G				
Who may Avail		Retired Engine	ering employ	ees		
CHECKLIST OF	REQUIREMEN	NTS	WHERE TO SECURE			
1. Letter of Inten		Office Clearance				Section
(for optional r		General Cleara				
2. GSIS Applicat		Legal Clearance				
Retirement F		. Birth Certificate	;			
3. Service Recor						
CLIENTS	_	NCY	FEES TO	PR	OCESSING	PERSON
STEPS		IONS	BE PAID		TIME	RESPONSIBLE
1. Submit		and stamp	None		1 day	Administrative
Letter of Intent	the docur					Officer II,
to retire (FOR	1.1. Provide th					Personnel
OPTIONAL DETIDES	receiving reference					Section
RETIREE) addressed to		ommunications				Engineering
the City	for attach					Department
Engineer at the	Routine S					
Records	1.3 Check an	•				
Section	the comm					
Occion	before pro					
	to the City	•				
2. Submit all		ndorsement for	None		1 day	Administrative
the	initials of t				,	Officer II.
requirements	Administra	ative Officer				Personnel
,	and Asst. (City Engineer				Section
	for Adminis	stration and				Engineering
	signature o	of the City				Department
	Engineer.					
	3. Transmit		None			Human
	endorsem	ent to the				Resource
	HRMD					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 Secti	ion, Adminis	trative Division		
Classification	Simple	mple			
Type of Transaction	n G2G				
Who may Avail	Retired & Legal	Heirs of the	deceased Engine	eering	
	employees				
CHECKLIST OF RI	EQUIREMENTS	WHERE T	O SECURE		
1. GSIS Clearance					
2. Service Record 8	LWOP				
3. Office Clearance					
4. General Clearand	ce				
5. Legal Clearance					
6. Birth Certificate					
7. NOSA					
8. SALN					
9. Leave Form & Le			T = = = = = = = = = = = = = = = = = = =		
CLIENTS STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
4 0 1 '1 11 11	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit all the	1) Prepare	None None	2 days	Administrative	
Submit all the requirements	1) Prepare indorsement for			Administrative Officer II,	
	Prepare indorsement for initials of the			Administrative Officer II, Personnel	
	Prepare indorsement for initials of the Chief			Administrative Officer II, Personnel Section	
	1) Prepare indorsement for initials of the Chief Administrative			Administrative Officer II, Personnel Section Engineering	
	1) Prepare indorsement for initials of the Chief Administrative Officer and Asst.			Administrative Officer II, Personnel Section	
	1) Prepare indorsement for initials of the Chief Administrative Officer and Asst. City Engineer for			Administrative Officer II, Personnel Section Engineering	
	1) Prepare indorsement for initials of the Chief Administrative Officer and Asst. City Engineer for Administration			Administrative Officer II, Personnel Section Engineering	
	1) Prepare indorsement for initials of the Chief Administrative Officer and Asst. City Engineer for Administration and signature of			Administrative Officer II, Personnel Section Engineering	
	1) Prepare indorsement for initials of the Chief Administrative Officer and Asst. City Engineer for Administration and signature of the City Engineer.	None		Administrative Officer II, Personnel Section Engineering Department	
	1) Prepare indorsement for initials of the Chief Administrative Officer and Asst. City Engineer for Administration and signature of the City Engineer. 2) Transmit			Administrative Officer II, Personnel Section Engineering Department Human	
	1) Prepare indorsement for initials of the Chief Administrative Officer and Asst. City Engineer for Administration and signature of the City Engineer. 2) Transmit indorsement to	None		Administrative Officer II, Personnel Section Engineering Department Human Resource	
	1) Prepare indorsement for initials of the Chief Administrative Officer and Asst. City Engineer for Administration and signature of the City Engineer. 2) Transmit	None		Administrative Officer II, Personnel Section Engineering Department Human Resource Management	
	1) Prepare indorsement for initials of the Chief Administrative Officer and Asst. City Engineer for Administration and signature of the City Engineer. 2) Transmit indorsement to	None		Administrative Officer II, Personnel Section Engineering Department Human Resource	



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 emplo	yees who	were previously	/ currently
	deployed			
CHECKLIST OF REQUIREMENTS		WHERE	TO SECURE	
1. Walk-in		Personnel Section		
2. Thru Phone Requ			.	
CLIENTS STEPS	AGENCY	FEES	PROCESSING	PERSON
	ACTIONS	TO BE	TIME	RESPONSIBLE
		PAID		
1. Proceed to	1. Prepare	None	1 day	Administrative
Personnel Section	Certificate of			Officer II,
to request for	Employment			Personnel
Certificate of	1.1 Forward to the			Section
Employment	Chief Admin			Engineering
	Officer and			Department
	Asst. City			
	Engineer for			
	Administration			
	for initials and			
	signature of the			
	City Engineer.	N 1	0	A 1
	2. Release	None	2 minutes	Administrative
	certificate to			Officer II,
	requestor			Personnel
				Section
				Engineering
			4 450	Department
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 Secti	Personnel Section, Administrative Division		
CLASSIFICATION	Simple	Simple		
TYPE OF	G2G – Governn	G2G – Government to employee		
TRANSACTION	RANSACTION			
WHO MAY AVAIL		Officials/Em	ployees of Enginee	ring Department
CHECKLIST OF REQUIREMENTS		WHERE TO	SECURE	
For Retirement – Service		Personnel Section		
Record				
	xceeded 14 days			
 approved le 			T	
CLIENTS STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Proceed to	1. Prepare Office	None	15 minutes	Administrative
Personnel Section	Clearance.			Officer II,
and bring				Personnel
necessary				Section
requirement.				Engineering
				Department
	2. Forward the	None	1 day	Administrative
	document for the			Officer II,
	signature of the			Personnel
	concerned			Section
	officers.			Engineering
				Department
2. Obtain the	3. Record and	None	2 minute	Administrative
request from the	release the			Officer II,
Personnel Section.	document.			Personnel
				Section
				Engineering
				Department
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 Secti	Personnel Section, Administrative Division			
CLASSIFICATION	Simple	Simple			
TYPE OF	G2G – Governn	G2G – Government to employee			
TRANSACTION	TRANSACTION				
WHO MAY AVAIL			oloyees of Enginee	ering Department	
CHECKLIST OF RE	QUIREMENTS	WHERE TO			
1. Walk-in		Personnel Section			
CLIENTS STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Proceed to	1. Check the	None	10 minutes	Administrative	
Personnel Section	record of the			Officer II,	
to request for	employee.			Personnel Section	
Certification of	Compute and			Engineering	
Leave Credits	accomplish leave			Department	
	credits. 2. Encode leave			Administrative	
	credits.				
	creaits.			Officer II, Personnel Section	
				Engineering	
				Department	
	3. Forward the	None	5 minutes	Administrative	
	Application form	None	o minutos	Officer II,	
	for the initial and			Personnel Section	
	signature of the			Engineering	
	officer in charge.			Department	
	.			p	
2. Obtain the	4. Record and		3 minutes	Administrative	
request from the	release the			Officer II,	
Personnel Section.	document.			Personnel Section	
				Engineering	
		None		Department	
	TOTAL		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 Secti	Personnel Section, Administrative Division				
CLASSIFICATION	Simple					
TYPE OF	G2G – Governn	G2G – Government to employee				
TRANSACTION						
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	Administrative Officer II, Personnel Section Engineering Department		
	2. forward the document to the officer for signature	None	3 minutes	Administrative Officer II, Personnel Section Engineering Department		
2. Obtain the request from the Personnel Section.	5. Record and release the document.	None	1 minute	Administrative Officer II, Personnel Section Engineering Department		
	TOTAL	None	5 minutes			



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS				
How to send a feedback?	Fill-up the client feedback form and drop it at the designated drop box located at the Public Assistance Complaints Desk.			
	Contact information for follow-up and inquiries: gc.engineeringdept@gmail.com 988-4242 loc. 8657			
How feedback is processed?	Every Friday the Public Assistance Officer of the day opens the drop box and compiles and records all feedbacks submitted.			
	 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: qc.engineeringdept@gmail.com 988-4242 loc. 8657			
How to file complaints?	Fill-up the client Complaint Form and drop it at the designated drop box located at the Public Assistance Complaints Desk.			
	Complaint can also be made via telephone provided with the following information: Name of employee being complained Incident Evidence			
	3. Contact information for follow-up and inquiries: qc.engineeringdept@gmail.com 988-4242 loc. 8657			



How complaints are processed?	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: <u>qc.engineeringdept@gmail.com</u> 988-4242 loc. 8657	
Contact information of Anti-Red	ARTA		
Tape Authority (ARTA), PCC		8478-5093	
Presidential Complaint Center		: 8888	
(PCC) , Contact Center ng Bayan (CCB)	CCB	: 0908-8816565 (SMS)	



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