



QUEZON CITY ENGINEERING DEPARTMENT

CITIZEN'S CHARTER



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

External Services

A. Asphalt Patching -----	7
B. Declogging/Desilting, Crack Sealing and Installation of Manhole Cover & Repair of Sidewalk/Curb & Gutter/Inlets -----	8
C. Road Repair -----	9

Building Maintenance Division

External Services

A. Building Maintenance -----	11
-------------------------------	----

Horizontal Projects Supervision Division

External Services

A. Excavation Clearance Processing -----	13
--	----

Planning and Programming Division

External Services

A. Preparation of Detailed Engineering -----	15
--	----

Project Management Unit

External Services

A. Infrastructure Billing Cycle -----	18
---------------------------------------	----

Administrative Division

External Services

A. Receiving of Various Communications, Complaints, Requests, Billing, etc. -----	21
--	----

B. Issuance of Certified Photocopies -----	22
--	----

Internal Services

A. Application for Employment/Promotion -----	24
---	----

B. Application for Leave of Absences -----	25
--	----

C. Application for Retirement -----	26
-------------------------------------	----



D. Application for Terminal Leave -----	27
E. Issuance of Certificate of Employment -----	29
F. Issuance of Office Clearance -----	30
G. Request for Certificate of Leave Credits -----	31
H. Authentication of Personnel Records -----	32
Feedback and Complaint Mechanisms -----	33
List of Offices -----	35



Road Maintenance Division External Services



A. 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		City Engineering Department 5 th - 7 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 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>Engr. Ramiro J. Tiamzon</i> <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>Engr. Ramiro J. Tiamzon</i> <i>Engineer V</i> Engineering Department
TOTAL		None	14 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

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		City Engineering Department 5 th - 7 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 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>Engr. Ramiro J. Tiamzon Engineer V Engineering Department</i>
	2. Inform the client of the inspection's status. 2.1. Approval of project is subjected to availability of materials.	None	15 days	<i>Engr. Ramiro J. Tiamzon Engineer V Engineering Department</i>
TOTAL		None	22 days	



C. 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		City Engineering Department 5 th - 7 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 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>Engr. Ramiro J. Tiamzon</i> <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>Engr. Ramiro J. Tiamzon</i> <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		
Who may Avail		Government Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request (job description and pictures) 2. Thru Phone Request and/ or verbal (emergency or urgent request) 3. Walk-in/ Personal		City Engineering Department 5 th - 7 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. 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 (Requisition Issued Slip)	None	3 days	<i>Arch. Edgardo V. Del Rosario</i> Architect V 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 or more variable If materials are unavailable - variable	<i>Arch. Edgardo V. Del Rosario</i> Architect V Engineering Department <i>Engr. Isagani R. Verzosa, Jr.</i> City Government Department Head III 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, Tapping of Drainage and Pole/Attachment clearance. Form is available at the Department of Building Official				Application Form is available at the Department of Building Official
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Excavation Form and submit Application at the Department of Building Official to be endorsed to Excavation Section, Engineering Department	1. Check / Evaluate all documents submitted by the applicant to the Department of Building Official	None	1 day	<i>Evaluator</i> Department of Building Official
2. The inspector will contact the client with party guidance.	2. Subject to Inspection and Recommendation for Approval / Issuance of Clearance by the City Engineer	None	3 days	<i>Engr. Ricardo DR. Lumasac</i> Waterways Superintendent II Engineering Department & <i>Engr. Isagani R. Verzosa, Jr.</i> City Government Department Head III 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	4 days	



Planning and Programming 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 survey report and inspection report;
- Preparation of plans and details;
- Preparation of Program of Works/ Detailed Cost Estimates;
- Preparation of Project Schedule and Cash Flow;
- Preparation of List of Manpower and Equipment;
- Preparation of Technical Specifications; and
- Preparation of Certification of Inspection

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 2. Telephone Request 3. SMS Request		City Engineering Department 5 th - 7 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. Letter-Request 2. Telephone Request 3. SMS Request	1. Conduct ocular inspection to validate feasibility of the proposed project based on the request(s)	None	1 day for 1-5 projects 2 days for 6-10 projects 3 days for 11 or more projects	<i>Engr. Leo S. Del Rosario</i> <i>Engineer IV</i> Engineering Department
	2. Conduct comprehensive site inspection/ survey to secure information/ data that will be used for the preparation of DED	None	(Per project basis) 1 day for simple project 2 days for complex project 3 days for multiple building project	<i>Engr. Leo S. Del Rosario</i> <i>Engineer IV</i> Engineering Department



	3. Prepare complete DED which includes but not limited to certificate of inspection, plans and details, program of works, project schedule and cash- flow, list of manpower and equipment, and technical specifications.	None	(Per project basis) 3 day for simple project 7 days for complex project 9 days for multiple building project	<i>Engr. Leo S. Del Rosario Engineer IV Engineering Department</i>
	4. Transmit the DED to the City Engineer for comment(s) and/ or approval	None	1 day	<i>Engr. Leo S. Del Rosario Engineer IV Engineering Department</i>
	5. Review the DED prior to the approval and recommendation for Procurement Procedure	None	(Per project basis) 1 day for simple project 2 days for complex project 3 days for multiple building project	<i>Engr. Isagani R. Verzosa, Jr. City Government Department Head III Engineering Department</i>
	6. Transmit the approved DED to the respective agency for the Procurement Procedure	None	1 day	<i>Engr. Isagani R. Verzosa, Jr. City Government Department Head III Engineering Department</i>
	7. Notify the requesting party of the result whether the project is feasible or not	None	1 day	<i>Engr. Isagani R. Verzosa, Jr. 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 Monitoring Unit External Services



A. INFRASTRUCTURE BILLING CYCLE

Accomplishment Billing

Office/Division		Project Monitoring Unit		
Classification		Highly Technical		
Type of Transaction		G2B (Government to Business)		
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. Letter from Contractor received by Records Section	None	1 day	<i>Berwyn T. Cabahug</i> Administrative Aide VI (Storekeeper II-C) Engineering Department
	2. Route to the City Engineer	None	1 day	<i>Engr. Isagani R. Verzosa, Jr.</i> City Government Department Head III Engineering Department
	3. Route to Project Monitoring Unit			<i>Engr. Melissa P. Pura</i> Engineer II Engineering Department
	3.1. Course of action		1 day	
	3.1.1. Mobilization			
	3.1.1.1. Document Check			
	3.1.2. Progress Billing		5 days	
	3.1.2.1. Preparation of Statement of Work Accomplished			
	3.1.2.2. Validation of Accomplishment			
	3.1.2.3. Document Check			
	3.1.3. Final Billing		7 days	
	3.1.3.1. Preparation of Statement of Work Accomplished			
	3.1.3.2. Punchlisting			
	3.1.3.3. Document Check			
	4. Route to the City Engineer			
	4.1. Mobilization			
	4.1.1. Complete Documents		1 day	
	4.1.1.1. Indorsement to General Services			<i>Engr. Isagani R. Verzosa, Jr.</i> City Government Department Head III Engineering Department



	<p>Department for Voucher preparation</p> <p>4.2. Progress Billing</p> <p>4.2.1. Complete Documents/ Validated Accomplishment</p> <p>4.2.1.1. Route to Supervising Division to sign Statement of Work Accomplished</p> <p>4.2.1.2. City Engineer to sign Statement of Work Accomplished</p> <p>4.2.1.3. Indorsement to General Services Department for Voucher preparation</p> <p>4.3. Final Biling</p> <p>4.3.1. Complete Documents</p> <p>4.3.1.1. Route to Supervising Division to sign Statement of Work Accomplished and for Final Inspection</p> <p>4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance</p> <p>4.3.1.3. Indorsement to General Services Department for Voucher preparation</p> <p>4.4. Incomplete Documents and/or Projects with Punchlisting works</p> <p>4.4.1. Information to Contractor of the deficiency</p>		<p>3 days</p> <p>1 day</p> <p>1 day</p> <p>10 days</p> <p>1 day</p> <p>1 day</p> <p>1 day</p>	
TOTAL		None	34 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.	None	1 day	<i>Berwyn T. Cabahug Administrative Aide VI (Storekeeper II-C) Engineering Department</i>
	2. Forward communications to the Office of the City Engineer for instructions indicated in the Routine Slip	None		<i>Engr. Isagani R. Verzosa, Jr. City Government Department Head III Engineering Department</i>
	3. Forward communication to the Chief Administrative Officer for specific instruction.	None	1 day	<i>Ma. Michelle A. Bogarin Chief Administrative Officer Engineering Department</i>
	4. Forward communications to the Head of the Records Section. 4.1. Encode communication The Records e-file 4.2. Release documents to different divisions, utility, contractor, barangay and other concerned agencies as instructed by the City Engineer.	None		<i>Berwyn T. Cabahug Administrative Aide VI (Storekeeper II-C) Engineering Department</i>
TOTAL		None	2 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			Records Section	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communications from the end-user, complaints request	1. Receive request and forward to the City Engineer	None	1 day	<i>Berwyn T. Cabahug</i> Administrative Aide VI (Storekeeper II-C) Engineering Department
	2. Route to the Chief Administrative Officer for specific instruction.	None		<i>Ma. Michelle A. Bogarin</i> Chief Administrative Officer Engineering Department
	3. Forward to the Head of the Records Section for instruction	None		<i>Berwyn T. Cabahug</i> Administrative Aide VI (Storekeeper II-C) Engineering Department
	4. Check the Storage/Archive Room 4.1. Stamp with Certified Photocopy to be signed by the Head of the Records Section 4.2. Issue Order of Payment	None	1 day	<i>Berwyn T. Cabahug</i> Administrative Aide VI (Storekeeper II-C) Engineering Department
2) Certified true copy of previous documents needed.	5. Order of Payment to be paid at the City Treasurer's Office 5.1. Filing of the photocopy of the receipt from the City Treasurer's Office	₱ 50.00		<i>City Treasurer</i> City Treasurer's Office <i>Berwyn T. Cabahug</i> Administrative Aide VI (Storekeeper II-C) Engineering Department
TOTAL		₱ 50.00	2 days	



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>Berwyn T. Cabahug Administrative Aide VI (Storekeeper II-C) Engineering Department</i>
	2. Application coursed to the Chief Administrative Officer for dispositive action.	None	5 minutes	<i>Ma. Michelle A. Bogarin Chief Administrative Officer Engineering Department</i>
	3. Conduct pre-screening	None	1 day	<i>Lourdes Marie Lee M. Santos Administrative Officer IV (HRMO II) 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>Ma. Michelle A. Bogarin Chief Administrative Officer Engineering Department</i> <i>Engr. Isagani R. Verzosa, Jr. City Government Department Head III Engineering Department</i>
	5. Forward evaluation to the Chief Administrative Officer for specific instruction.	None	1 day	<i>Ma. Michelle A. Bogarin Chief Administrative Officer Engineering Department</i>
2. Submit all the requirements for employment / promotion.	6. Notify applicants to Comply with the requirements.	None	5 minutes	<i>Lourdes Marie Lee M. Santos Administrative Officer IV (HRMO II) Engineering Department</i>
TOTAL		None	5 days, 10 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>Lourdes Marie Lee M. Santos</i> Administrative Officer IV (HRMO II) Engineering Department
	2. Forward the Leave of Absence Form for the signature of the Chief Administrative Officer	None		<i>Ma. Michelle A. Bogarin</i> Chief Administrative Officer Engineering Department
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	None	1 day	<i>Berwyn T. Cabahug</i> Administrative Aide VI (Storekeeper II-C) Engineering Department
	2. Forward to the City Engineer		1 day	<i>Engr. Isagani R. Verzosa, Jr.</i> City Government Department Head III Engineering Department
	3. Route to the Chief Administrative Officer for specific instruction.			<i>Ma. Michelle A. Bogarin</i> Chief Administrative Officer Engineering Department



2. Submit all the requirements	4. Prepare endorsement for initials of the Head of the Personnel Section, Chief Administrative Officer and signature of the City Engineer.	None	2 days	<p><i>Lourdes Marie Lee M. Santos</i> <i>Administrative Officer IV (HRMO II)</i> Engineering Department</p> <p><i>Ma. Michelle A. Bogarin</i> <i>Chief Administrative Officer</i> Engineering Department</p> <p><i>Engr. Isagani R. Verzosa, Jr.</i> <i>City Government Department Head III</i> Engineering Department</p>
	3. Transmit endorsement to the HRMD	None		Human Resource Management Department
TOTAL		None	4 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		Personnel Section		
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 signature of the City Engineer.	None	2 days	<i>Lourdes Marie Lee M. Santos</i> <i>Administrative Officer IV (HRMO II)</i> <i>Engineering Department</i> <i>Ma. Michelle A. Bogarin</i> <i>Chief Administrative Officer</i> <i>Engineering Department</i> <i>Engr. Isagani R. Verzosa, Jr.</i> <i>City Government Department Head III</i> <i>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 for the initials of the Head of the Personnel Section Chief Administrative Officer and signature of the City Engineer.	None	1 day	<i>Lourdes Marie Lee M. Santos</i> <i>Administrative Officer IV (HRMO II)</i> Engineering Department <i>Ma. Michelle A. Bogarin</i> <i>Chief Administrative Officer</i> Engineering Department <i>Engr. Isagani R. Verzosa, Jr.</i> <i>City Government</i> <i>Department Head III</i> Engineering Department
2. Receive request	2. Release certificate to requestor	None	2 minutes	<i>Lourdes Marie Lee M. Santos</i> <i>Administrative Officer IV (HRMO II)</i> Engineering 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 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>Lourdes Marie Lee M. Santos</i> Administrative Officer IV (HRMO II) Engineering Department
	2. Forward the document for the signature of the concerned officers and the City Engineer.	None	1 day	<i>Fredilyn C. Aspiras</i> Administrative Officer V (Supply Officer III) Engineering Department <i>Lourdes Marie Lee M. Santos</i> Administrative Officer IV (HRMO II) Engineering Department <i>Ma. Michelle A. Bogarin</i> Chief Administrative Officer Engineering Department <i>Engr. Isagani R. Verzosa, Jr.</i> City Government Department Head III Engineering Department
2. Obtain the request from the Personnel Section.	3. Record and release the document.	None	2 minute	<i>Lourdes Marie Lee M. Santos</i> Administrative Officer IV (HRMO II) 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 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	30 minutes	<i>Lourdes Marie Lee M. Santos Administrative Officer IV (HRMO II) Engineering Department</i>
	2. Forward the Application Form for signature of the Chief Administrative Officer		5 minutes	<i>Ma. Michelle A. Bogarin Chief Administrative Officer Engineering Department</i>
2. Obtain the request from the Personnel Section.	4. Record and release the document.		3 minutes	<i>Lourdes Marie Lee M. Santos Administrative Officer IV (HRMO II) Engineering Department</i>
TOTAL		None	38 minutes	



H. 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 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 for the signature of the officer in charge	None	3 minutes	<i>Lourdes Marie Lee M. Santos</i> Administrative Officer IV (HRMO II) Engineering Department
2. Obtain the request from the Personnel Section.	2. Record and release the document.	None	2 minutes	<i>Lourdes Marie Lee M. Santos</i> Administrative Officer IV (HRMO II) Engineering Department
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: engineering@quezoncity.gov.ph 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: engineering@quezoncity.gov.ph 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: engineering@quezoncity.gov.ph 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 recommendation and shall submit to the City Engineer for appropriate action. 4. The Chief Administrative Officer will send feedback to the client. 5. Contact information for follow-up and inquiries: engineering@quezoncity.gov.ph 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</p> <p>PCC : 8888</p> <p>CCB : 0908-8816565 (SMS)</p>



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. 8657/8665
Office of the City Government Assistant Department Head III in charge for Infrastructure Projects	7F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8544
Office of the City Government Assistant Department Head III in charge for Maintenance Operations	6F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8747
Chief of Staff and Project Monitoring Unit	5F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8538
Administrative Division	6F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8536
Accounting Section	6F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8661
Personnel Section	6F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8659
Records Section	6F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8658
Property & Supply Section	6F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8663
Planning & Programming Division	5F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8542/8541
Vertical Infra-Projects Division	7F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8754
Horizontal Infra-Projects Division	7F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8746
Utilities Section	7F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8543
Building Maintenance Division	Scout Reyes St., Barangay Paligsahan, Q.C.	
Road Maintenance Division	Scout Reyes St., Barangay Paligsahan, Q.C.	
Motorpool Division	Sitio Kislap, Pearl St., Brgy. East Fairview, Q.C.	8359-8527