



DEPARTMENT OF ENGINEERING

CITIZEN'S CHARTER 2023



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

III. OUR MISSION

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

IV. OUR SERVICE PLEDGE

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

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



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Road, Drainage, and Bridges Maintenance Division External Services



A. ASPHALT PATCHING

For the maintenance and repair of roads in Quezon City.

Office/Division	Road, Drainage, and Bridges Maintenance Division			
Classification	Highly Technical			
Type of Transaction	G2C (Government to Citizen)			
Who may Avail	Residents of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request via official e-mail address, Facebook page, Viber Community with the following information: <ul style="list-style-type: none"> • Name of requestor • Exact location of the reported area/site involved • Contact number • Photos (optional) 		Department of Engineering 8 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter-Request / Report the concern thru our official e-mail address at engineering@quezoncity.gov.ph Thru Facebook page at https://www.facebook.com/QuezonCityDepartmentofEngineering Thru Department of Engineering's Viber Community	1. Letter-Request received by the Records Section to be routed to the Area Engineer concerned for appropriate action.	None	1 day	<i>OIC-Records Section</i> Department of Engineering <i>Respective Area Engineers Concerned</i> Department of Engineering
	2. Inspection by District Engineer 2.1. Evaluation of reported	None	7 days	<i>Respective Area Engineers Concerned</i> Department of Engineering



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



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

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

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



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



C. ROAD REPAIR

For the maintenance and repair of roads in Quezon City

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



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



Building Maintenance Division External Services



A. BUILDING MAINTENANCE

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

Office/Division		Building Maintenance Division		
Classification		Highly Technical		
Type of Transaction		G2G (Government to Government)		
Who may Avail		Government Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request (job description and pictures) 2. Thru Phone Request and/ or verbal (emergency or urgent request)		Department of Engineering 8 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter-Request / Report the concern thru our official e-mail address at engineering@quezoncity.gov.ph	1. Letter-Request received by the Records Section to be routed to Building Maintenance Division for appropriate action.	None	1 day	<i>OIC-Records Section</i> Department of Engineering <i>Acting Head,</i> <i>Building Maintenance Division</i> Department of Engineering
	2. Inspection by Building Maintenance Personnel 2.1. Evaluation of reported area/site involved. 2.2. Preparation of Program of Works	None	3 days	<i>City Government Assistant Department Head III</i> Department of Engineering <i>Acting Head, Building Maintenance Division</i> Department of Engineering



	(Requisition Issued Slip)			
	3. Inform the client of the project's status. 3.1. Approval of project is subjected to availability of materials	None	With available materials – 10 days or more variable If materials are unavailable - variable	<i>Acting Head, Building Maintenance Division Department of Engineering</i> <i>City Engineer Department of Engineering</i>
	TOTAL	None	14 days (with available materials Variable (if materials are unavailable)	



B. DEMOLITION PERMIT

Issuance of Demolition Permit for Quezon City Government buildings.

Office/Division		Building Maintenance Division		
Classification		Complex		
Type of Transaction		G2G (Government to Government)		
Who may Avail		Government Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Demolition Permit Application Form / Daily Accomplish signed and sealed by the Civil Engineer/Architect 2. ITRUP – General Form No. 12 3. Site Development Plan of Building to be demolished 4. Demolition Clearance 5. Demolition Request Letter 6. Recent photos of Subject Structure 7. Demolition Procedure (signed by Civil Engineer/Architect) 8. Demolition schedule of work 9. Demolition Cost Estimate 10. Photocopy of PRC ID and PTR of Civil Engineer/Architect in charge 		Department of Engineering 8 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter Request/ Report the concern thru our official e-mail address at engineering@quezoncity.gov.ph	1. Letter-Request received by the Records Section to be routed to Building Maintenance Division for appropriate action.	None	1 day	<i>OIC-Records Section</i> Department of Engineering <i>Acting Division Head,</i> <i>Building Maintenance</i> <i>Division</i> Department of Engineering
	2. Course of action 2.1. Conduct site Inspection 2.2. Document Check 2.3. Preparation of	None	4 days	<i>City Government Assistant</i> <i>Department Head III</i> Department of Engineering



	Report 2.4. Issuance of Demolition Permit			<i>Acting Head, Building Maintenance Division</i> Department of Engineering
	3. Route to the City Engineer for approval and signature of Demolition Permit	None	1 day	<i>City Engineer</i> Department of Engineering
	4. Preparation of endorsement to requesting barangay, copy furnished to General Services Department 4.1. Route to the City Engineer for signature 4.2. Route to the Records Section, Administrative Division for record and release.		1 day	<i>Acting Head, Building Maintenance Division</i> Department of Engineering <i>City Government Assistant Department Head III</i> Department of Engineering <i>City Engineer</i> Department of Engineering <i>OIC, Records Section</i> Department of Engineering
	TOTAL	None	7 days	



C. MECHANICAL PERMIT

Issuance of Mechanical Permit for Quezon City Government buildings.

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



	Engineer for approval and signature of Mechanical Permit			Department of Engineering
	<p>4. Preparation of endorsement to requesting party, copy furnished to General Services Department</p> <p>4.1. Route to the City Engineer for signature</p> <p>4.2. Route to the Records Section, Administrative Division for Record and release</p>	None	1 day	<p><i>Acting Head, Building Maintenance Division</i> Department of Engineering</p> <p><i>City Engineer</i> Department of Engineering</p> <p><i>OIC, Records Section</i> Department of Engineering</p>
	TOTAL	None	7 days, 30 minutes	



D. ISSUANCE OF PERMIT OR CERTIFICATE TO OPERATE

Inspection of elevators and gensets in the City Government buildings.

Office/Division		Building Maintenance Division		
Classification		Simple, Complex		
Type of Transaction		G2G (Government to Government)		
Who may Avail		Government Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completion form signed and sealed by PME 2. Brochure Specifications and Plans 3. Identification of Safety Devices 4. Actual Load Test 5. Load Test Certificate signed and sealed by PME		Department of Engineering 8 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter-Request/ Report the concern thru our official e-mail address at engineering@quezoncity.gov.ph	1. Letter-Request received by the Records Section to be routed to Building Maintenance Division for appropriate action.	None	1 day	<i>OIC, Records Section</i> Department of Engineering <i>Acting Head,</i> <i>Building Maintenance Division</i> Department of Engineering
	2. Course of action 2.1. Conduct site inspection 2.2. Document check 2.3. Preparation of report 2.4. Preparation of Certificate to Operate	None	3 days	<i>City Engineer</i> Department of Engineering <i>Acting Head,</i> <i>Building Maintenance Division</i> Department of Engineering
	3. Route to the City Engineer for approval and signature of	None	1 day	<i>City Engineer</i> Department of Engineering



	Annual Mechanical Certificate to Operate.			
	<p>4. Preparation of endorsement to General Services Department</p> <p>4.1. Route to the City Engineer for Signature.</p> <p>4.2. Route to the Records Section, Administrative Division for record and release.</p>		1 day	<p><i>Acting Head, Building Maintenance Division</i> Department of Engineering</p> <p><i>City Engineer</i> Department of Engineering</p> <p><i>OIC, Records Section</i> Department of Engineering</p>
	TOTAL	None	6 days	



E. ISSUANCE OF RENEWAL FOR ANNUAL MECHANICAL CERTIFICATE TO OPERATE

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

Office/Division		Building Maintenance Division		
Classification		Simple, Complex		
Type of Transaction		G2G (Government to Government)		
Who may Avail		Government Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completion form signed and sealed by PME 2. Load Test certificate (Elevator / Escalator) 3. Generators ATS and Electrical Function Test 4. Safety Device Test 5. Sump Pump Test (if required)		Department of Engineering 8 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter-Request / Report the concern thru our official e-mail address at engineering@quezoncity.gov.ph	1. Letter-Request received by the Records Section to be routed to Building Maintenance Division for appropriate act	None	1 day	<i>OIC, Records Section Department of Engineering Acting Head, Building Maintenance Division Department of Engineering</i>
	2. Course of action 2.1. Conduct site inspection 2.2. Document check 2.3. Preparation of report	None	3 days	<i>Acting Head, Building Maintenance Division Department of Engineering</i>



	2.4. Preparation of Annual Mechanical Certificate to Operate			
	3. Route to the City Engineer for approval and signature of Annual Mechanical Certificate to Operate	None	1 day	<i>City Engineer</i> Department of Engineering
	4. Preparation of endorsement to General Services Department 4.1. Route to the City Engineer for Signature 4.2. Route to the Records Section, Administrative Division for record and release	None	1 day	<i>Acting Head,</i> <i>Building Maintenance</i> <i>Division</i> Department of Engineering <i>City Engineer</i> Department of Engineering <i>OIC, Records Section</i> Department of Engineering
	TOTAL	None	6 days	



Equipment Repair and Maintenance Division External Services



A. EQUIPMENT REPAIR AND MAINTENANCE

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

Office/Division	Equipment Repair and Maintenance Division			
Classification	Simple			
Type of Transaction	G2G (Government to Government) G2C (Government to Citizen)			
Who may Avail	Government Offices / Residents of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request 2. Thru Phone Request 3. SMS		Standard request form is requested from respective Engineering District Offices of Quezon City		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-Request / Report the concern thru phone call / Report the concern thru SMS	1. Verify the requested job order if already inspected, and if what equipment is applicable to be used.	None	3 days	<i>Division Head, Equipment Repair and Maintenance Division Department of Engineering</i>
2. Others: During emergency situation	2. Equipment subjected to availability.	None		
	3. All available equipment	None	Standby / Immediate action	
TOTAL		None	3 days	



Vertical Project Supervision Division External Services



A. ELECTRICAL PERMIT

Requirement for the energization of Government-owned structures.

Office/Division	Electrical Section			
Classification	Complex			
Type of Transaction	G2G (Government to Government)			
Who may Avail	National Government and Local Government of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter / e-mail Request 2. Approved Electrical Plan with sign and seal of Professional Electrical Engineer (blue and/or white print) 3. Wiring Permit with sign and seal of authorized Licensed Electrical Practitioner (original), as the case may be and photocopies of valid PRC License and current PTR with three (3) specimen signatures 4. Photocopy of Notice of Award, Notice to Commence, Approved Budget for the Contract and Program of Works		Department of Engineering 8 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Letter-Request thru e-mail 2. Report the concern thru phone/e-mail	A. Letter from the Agency received by the Centralized Communications Team, Administrative Division thru e-mail	None	1 day	<i>OIC, Records Section</i> Department of Engineering
	2. Route to the City Engineer	None	1 day	<i>City Engineer</i> Department of Engineering
	3. Route to Electrical Section 3.1. Course of action 3.1.1. Evaluate Plan 3.1.1.1. Document Check 3.1.2. Preparation of Report	None	3 days	<i>Head, Electromechanical Section</i> Department of Engineering



	4. Recommendation and issuance of Electrical Permit routed to the City Engineer for signature	None	1 day	<i>Head, Electromechanical Section</i> Department of Engineering <i>City Engineer</i> Department of Engineering
3. Pick-up the requested document	5. Route to the Electrical Section for the release of Electrical Permit	None	1 day	<i>Head, Electromechanical Section</i> Department of Engineering
TOTAL		None	7 days	



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

Documentary requirement for the energization of Government-owned structures.

Office/Division		Electrical Section		
Classification		Simple		
Type of Transaction		G2G (Government to Government)		
Who may Avail		National Government and Local Government of Quezon City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Insulation Resistance Test Result		Department of Engineering 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. Inform the Office of the completed project for the issuance of CFEI	1. Conduct site inspection	None	1 day	<i>Head, Electromechanical Section</i> Department of Engineering
	2. Preparation of CFEI report and certificate 2.1. Route to the City Engineer for signature	None	1 day	<i>Head, Electromechanical Section</i> Department of Engineering <i>City Engineer</i> Department of Engineering
2. Secure the requested document	3. Route to the Electrical Section for the release of CFEI	None	1 day	<i>Head, Electromechanical Section</i> Department of Engineering
TOTAL		None	3 days	



Technical Management Division External Services



A. INFRASTRUCTURE BILLING CYCLE

Accomplishment Billing

Office/Division		Technical Management Division		
Classification		Highly Technical		
Type of Transaction		G2B (Government to Business)		
Who may Avail		Contractors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 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, Administrative Division	None	Realtime	<i>OIC, Records Section Department of Engineering</i>
	2. Route to Technical Management Division 2.1 Course of action 2.1.1. Mobilization 2.1.1.1. Preparation of Disbursement Voucher 2.1.2. Progress Billing 2.1.2.1. Preparation of Billing Statement and Disbursement Voucher 2.1.3. Final Billing 2.1.3.1. Preparation of Billing Statement	None	1 day	<i>Acting Head, Technical Management Division Department of Engineering Billing Officer Department of Engineering Admin Support Staff Department of Engineering</i>



	<p>3. Route to Project Supervision Division</p> <p>3.1. Mobilization</p> <p>3.1.1. For attachment of Pre-Construction Report and Photos</p> <p>3.2. Progress Billing</p> <p>3.2.1. For Validation and Signature of Work Accomplished</p> <p>3.3. Final Billing</p> <p>3.3.1. For Validation and Signature of Statement of Work Accomplished</p> <p>3.3.2. For Signature of As-Built Plans</p>	None	1 day	<p><i>Chief, Implementing Division</i> Department of Engineering</p> <p><i>Head, Quality Control Unit</i> Department of Engineering</p>
	<p>4. Route to the City Engineer</p> <p>4.1. Mobilization</p> <p>4.1.1. Complete Documents</p> <p>4.1.1.1. City Engineer to sign Disbursement Voucher</p> <p>4.1.1.2. Indorsement to Accounting Department</p> <p>4.2. Progress Billing</p> <p>4.2.1. Complete Documents/ Validated Accomplishment</p> <p>4.2.1.1. City Engineer to sign Billing Statement and Disbursement Voucher</p> <p>4.2.1.2. Indorsement to Accounting Department</p> <p>4.3. Final Billing</p> <p>4.3.1. Complete Documents/ Validated Accomplishment</p>	None	1 day	<p><i>City Engineer</i> Department of Engineering</p>
	<p>4.3.1.1. City Engineer to Sign Billing</p>			



	Statement, Certificate of Completion and As-built Plans 4.3.1.2. Indorsement to General Services Department for Voucher preparation			
TOTAL		None	3 days	



B. EXCAVATION CLEARANCE PROCESSING

Excavation clearance processing.

Office/Division	Waterworks Project Monitoring & Excavation Section, Technical Management Division			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
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	variable	<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>Head, Excavation Section</i> Department of Engineering <i>City Engineer</i> Department of Engineering
3. Claim the Excavation Permit at the Department of Building Official.	3. Release clearance and endorse to the Department of Building Official for Excavation Permit.	None		
TOTAL		None	3 days	



Planning and Design Division External Services



A. PREPARATION OF DETAILED ENGINEERING DOCUMENTS

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

- Ocular inspection on the actual/ proposed project site;
- Preparation of the Site Inspection Report;
- Preparation of the Project Identification Form (B1);
- Preparation of the Plans and Details;
- Preparation of the Approved Budget for the Contract;
- Preparation of the Program of Works (POW);
- Preparation of the Derivation of Unit Price Analysis (DUPA);
- Preparation of the Project Schedule and Cash Flow;
- Preparation of the List of Minimum Manpower and Equipment Requirement;
- Preparation of the Technical Specifications; and
- Preparation of the Certification of Inspection.

Office/Division		Planning & Design Division		
Classification		Highly Technical		
Type of Transaction		G2C (Government to Citizen)		
Who may Avail		Residents of Quezon City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request 2. Telephone Request 3. SMS Request 4. E-mail Request		Department of Engineering 6 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. from Infrastructure Committee (INFRACOMM) 2. from Executives 3. from Councilors 4. from Letter Request 5. from E-mail Request	1. Conduct ocular inspection to validate feasibility of the proposed project based on the request(s) and reference for the preparation of B1	None	1 day for 1-5 projects 2 days for 6-10 projects 3 days for 11 or more projects	<i>Division Head, Planning and Design Division Department of Engineering</i>
	2. Conduct a comprehensive site inspection to secure information/ data that will be used for	None		<i>Division Head, Planning and Design Division Department of Engineering</i>



	the preparation of DED		2 days for complex project 3 days for multiple building project	
	3. Prepare complete DED which includes but not limited to certificate of inspection, plans and details, approved budget for the contract, program of works, project schedule and cash- flow, list of manpower and equipment, and technical specifications.	None	(Per project basis) 5 days for simple project 14 days for complex project More than 14 days for multiple building project	<i>Division Head, Planning and Design Division Department of Engineering</i>
	4. Transmit the DED to the City Engineer for comment(s) and/ or approval	None	1 day	<i>Division Head, Planning and Design Division Department of Engineering</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>Division Head, Planning and Design Division Department of Engineering</i>
	6. Transmit the approved DED to the INFRASTRUCTURE COMMITTEE for the Procurement Procedure	None	1 day	<i>City Engineer Department of Engineering</i>
	7. Notify the requesting party of the result whether	None	1 day	



	the project is feasible or not			<i>c/o Infrastructure Committee (INFRACOMM)</i>
	TOTAL	None	12 days for 1-5 projects 23 days for 6-10 projects More than 26 days or more for 15 or more projects	



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 (Government to Business) G2C (Government to Citizen) G2G (Government to Government)		
Who may Avail		General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of concern with attachment from the general public 2. Letter response to the end-user			Department of Engineering 8 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request or communication to Records Section or send e-mail to engineering@quezoncity.gov.ph 2. Obtain receiving copy	1. Receive and stamp the documents by the Records Section, Administrative Division 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>OIC, Records Section</i> Department of Engineering
	2. Forward communications to the Office of the City Engineer for instructions indicated in the Routine Slip	None		<i>City Engineer</i> Department of Engineering
	3. Forward communications to respective divisions for appropriate action	None	3 days	<i>Respective Division Heads Concerned</i> Department of Engineering
	4. Forward communications to the Head of the Records	None		<i>Central Communications Team</i>



	Section, Administrative Division			Department of Engineering
	4.1. Encode communication at the Records e-file			
	4.2. Release documents to different divisions, utility, contractor, barangay and other concerned agencies as instructed by the City Engineer			
	TOTAL	None	4 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 (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may Avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of concern with attachment from the general public		Department of Engineering 8 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communications from the end-user, complaints request	1. Receive request and forward to the concerned division	None	1 day	<i>OIC, Records Section</i> Department of Engineering
	2. Route to Administrative Division Head for specific instruction.	None		<i>Acting Head, Administrative Division</i> Department of Engineering
	3. Forward to Records Section 3.1. Check the Storage/Archive Room 3.2. Stamp with Certified Photocopy to be signed by the Head of the Records Section 3.3. Issue Order of Payment	None	1 day	<i>OIC, Records Section</i> Department of Engineering
2. Certified true copy of previous documents needed.	4. Order of Payment to be paid at the City Treasurer's Office 4.1. Filing of the photocopy of the receipt from the City Treasurer's Office	₱50.00 /page for the 1 st copy and ₱5.00 /page for the succeeding copies		<i>City Treasurer</i> City Treasurer's Office <i>OIC, Records Section</i> Department of Engineering
TOTAL		₱50.00 /page for the 1 st copy and ₱5.00 /page for the succeeding copies		
TOTAL		None	2 days	



Administrative Division Internal Services



A. APPLICATION FOR EMPLOYMENT

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

Office/Division	Personnel Section, Administrative Division			
Classification	Simple			
Type of Transaction	G2G (Government to Government) G2C (Government to Citizen)			
Who may Avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Application specifying the position Desired and 2. Personal Data Sheet		Department of Engineering 8 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Application and Personal Data Sheet at the Records Section.	1. Forward the request to the Administrative Division for instruction.	None	5 minutes	<i>OIC, Records Section</i> Department of Engineering
	2. Application coursed to the Personnel Section for dispositive action. 2.1. Conduct pre-screening /initial interview of applicants 2.2. Submit evaluation report to the Acting Head, Administrative Division for specific Instruction.	None	1 day	<i>OIC, Personnel Section</i> Department of Engineering <i>Acting Head,</i> <i>Administrative Division,</i> Department of Engineering
	3. Endorsed to Division Head concerned for final interview. 3.1. Inform the applicant to comply with the requirements.	None	15 minutes	<i>Division Head concerned</i> Department of Engineering
2. Submit all the requirements for employment	4. For processing of Job Contract	None	1 day	<i>OIC, Personnel Section</i> Department of Engineering
TOTAL		None	2 days, 20 minutes	



B. APPLICATION FOR PROMOTION

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

Office/Division	Personnel Section, Administrative Division			
Classification	Complex			
Type of Transaction	G2G (Government to Government) G2C (Government to Citizen)			
Who may Avail	Employees of Department of Engineering, General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Application specifying the position desired and 2. Personal Data Sheet		Department of Engineering 8 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Application and Personal Data Sheet at the Records Section.	1. Forward the request to The Administrative Division for instruction	None	5 minutes	<i>OIC, Records Section</i> Department of Engineering
	2. Application coursed to the Personnel Section for dispositive action 2.1. Conduct initial interview of applicant. 2.2. Submit evaluation report to the Acting Head, Administrative Division for specific Instruction 2.3. Notify applicant to comply with the requirements.	None	1 day	<i>OIC, Personnel Section</i> Department of Engineering <i>Acting Head,</i> <i>Administrative Division</i> Department of Engineering
2. Submit all the requirements for promotion.	3. Conduct pre-evaluation/ assessment	None	1 day	<i>OIC, Personnel Section</i> Department of Engineering
	4. Prepare and submit all the requirements for pre-screening request at the Human Resource Management Department	None	2 days	<i>OIC, Personnel Section</i> Department of Engineering Human Resource Management Department
	5. Prepare and submit all the Requirements evaluated by	None	2 days	<i>OIC, Personnel Section</i> Department of Engineering



	the HRMD for Personnel			
	Selection Board deliberation			Human Resource Management Department
	TOTAL	None	6 days, 5 minutes	



C. APPLICATION FOR LEAVE OF ABSENCES

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

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



D. APPLICATION FOR RETIREMENT

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

Office/Division		Personnel Section, Administrative Division		
Classification		Complex		
Type of Transaction		G2G (Government to Employee)		
Who may Avail		Retired Engineering employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent to retire (for optional retiree) 2. GSIS Application for Retirement Form 3. Service Record & LWOP 4. Office Clearance 5. General Clearance 6. Legal Clearance 7. Birth Certificate			Department of Engineering 8 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to retire (FOR OPTIONAL RETIREE) addressed to the City Engineer at the Records Section	1. Forward the request to the Administrative Division for instruction	None	5 minutes	<i>OIC, Records Section</i> Department of Engineering
	2. Application coursed to the Personnel Section for dispositive action 2.1. Request for employee's Service Record at the HRMD. 2.2. Prepare Office Clearance for signatures of the OIC, Personnel Section, Head, Property and Supply Section, Acting Head, Administrative Division and the City Engineer	None	3 days	<i>OIC, Personnel Section</i> Department of Engineering <i>Head, Property and Supply Section</i> Department of Engineering <i>Acting Head, Administrative Division</i> Department of Engineering <i>City Engineer</i> Department of Engineering



	3. Prepare General Clearance for signature of the Division Head, City Engineer, and other Department's concerned.		variable	<i>Respective Division Heads Concerned</i> Department of Engineering <i>City Engineer</i> Department of Engineering Other Department's Concerned
2. Submit all the requirements	4. Prepare endorsement for initials of the OIC, Personnel Section, Acting Head, Administrative Division and Signature of the City Engineer.	None	1 day	<i>OIC, Personnel Section</i> Department of Engineering <i>Acting Head,</i> <i>Administrative Division</i> Department of Engineering <i>City Engineer</i> Department of Engineering
	5. Transmit endorsement to the HRMD	None	5 minutes	Human Resource Management Department
TOTAL		None	4 days, 10 minutes	



E. APPLICATION FOR TERMINAL LEAVE

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

Office/Division	Personnel Section, Administrative Division			
Classification	Simple			
Type of Transaction	G2G (Government to Employee)			
Who may Avail	Retired & Legal Heirs of the deceased Engineering employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. GSIS Clearance 2. Service Record & LWOP 3. Office Clearance 4. General Clearance 5. Legal Clearance 6. Birth Certificate 7. NOSA 8. SALN 9. Leave Form & Leave Card		Department of Engineering 8 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements	1. Prepare endorsement for initials of the OIC, Personnel Section and Acting Head, Administrative Division and signature of the City Engineer.	None	1 day	<i>OIC, Personnel Section</i> Department of Engineering <i>Acting Head,</i> <i>Administrative Division</i> Department of Engineering <i>City Engineer</i> Department of Engineering
	2. Transmit indorsement to the HRMD	None	5 minutes	Human Resource Management Department
TOTAL		None	1 day, 5 minutes	



F. ISSUANCE OF CERTIFICATE OF EMPLOYMENT

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

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



G. ISSUANCE OF OFFICE CLEARANCE

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

OFFICE/DIVISION		Personnel Section, Administrative Division		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G (Government to Employee)		
WHO MAY AVAIL		Officials/Employees of Department of Engineering		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Retirement – Service Record 2. For Leave – exceeded 14 days – approved leave		Department of Engineering 8 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Personnel Section and bring necessary requirement.	1. Prepare Office Clearance.	None	15 minutes	<i>OIC, Personnel Section</i> Department of Engineering
	2. Forward the document for the signature of the concerned officers and the City Engineer.	None	1 day	<i>OIC, Personnel Section</i> Department of Engineering <i>Head, Property and Supply Section</i> Department of Engineering <i>Acting Head,</i> <i>Administrative Division</i> Department of Engineering <i>City Engineer</i> Department of Engineering
2. Obtain the request from the Personnel Section.	3. Record and release the document.	None	2 minutes	<i>OIC, Personnel Section</i> Department of Engineering
TOTAL		None	1 day, 17 minutes	



H. REQUEST FOR CERTIFICATION OF LEAVE CREDITS

Securing personnel Certification of Leave Credits for various purposes.

OFFICE/DIVISION		Personnel Section, Administrative Division		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G (Government to Employee)		
WHO MAY AVAIL		Officers/Employees of Department of Engineering		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Walk-in		Department of Engineering 8 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Personnel Section to request for Certification of Leave Credits	1. Check the record of the employee. Compute and accomplish leave credits.	None	20 minutes	<i>OIC, Personnel Section</i> Department of Engineering
	2. Forward the Application Form for signature of the Acting Head, Administrative Division		5 minutes	<i>Acting Head,</i> <i>Administrative Division</i> Department of Engineering
2. Obtain the request from the Personnel Section.	3. Record and release the document.		3 minutes	<i>OIC, Personnel Section</i> Department of Engineering
TOTAL		None	28 minutes	



I. AUTHENTICATION OF PERSONNEL RECORDS

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

OFFICE/DIVISION		Personnel Section, Administrative Division		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G (Government to Employee)		
WHO MAY AVAIL		Officials/Employees of Department of Engineering		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Walk-in		Department of Engineering 8 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Personnel Section to request for authentication of personnel record.	1. Receive and Stamp the document being requested for authentication, for the signature of the officer in charge	None	3 minutes	<i>OIC, Personnel Section Department of Engineering</i>
2. Obtain the request from the Personnel Section.	2. Record and release the document.	None	2 minutes	<i>OIC, Personnel Section Department of Engineering</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 out the client feedback form and drop it at the designated drop box located on the 8th Floor lobby. 2. Contact information for follow-up and inquiries: Email: engineering@quezoncity.gov.ph Facebook: https://www.facebook.com/QuezonCityDepartmentofEngineering Department of Engineering's Viber Community Phone: 8-988-4242 loc. 8658
How feedback is processed	<ol style="list-style-type: none"> 1. The admin opens the drop box and compiles and records all feedback submitted. 2. Feedback requiring answers is forwarded to the concerned division for evaluation and appropriate action. 3. Send response to the client. 4. Contact information for follow-up and inquiries: Email: engineering@quezoncity.gov.ph Facebook: https://www.facebook.com/QuezonCityDepartmentofEngineering Department of Engineering's Viber Community Phone: 8-988-4242 loc. 8658
How to file complaints	<ol style="list-style-type: none"> 1. Fill out the client Complaint Form and drop it at the designated drop box located on the 8th Floor lobby. 2. Complaint can also be made via email/telephone provided with the following information: <ul style="list-style-type: none"> - Name of employee/place being complained - Incident - Evidence 3. Contact information for follow-up and inquiries: Email: engineering@quezoncity.gov.ph Facebook: https://www.facebook.com/QuezonCityDepartmentofEngineering Department of Engineering's Viber Community Phone: 8-988-4242 loc. 8658
How complaints are being processed	<ol style="list-style-type: none"> 1. The admin opens the complaints drop box and evaluate each complaint. 2. The admin will then start the investigation and forward the report to the division or person concerned for explanation. 3. The admin will send feedback to the client. 4. Contact information for follow-up and inquiries: Email: engineering@quezoncity.gov.ph Facebook: https://www.facebook.com/QuezonCityDepartmentofEngineering



	Department of Engineering's Viber Community Phone: 8-988-4242 loc. 8658
Contact information of Anti-Red Tape Authority (ARTA), PCC Presidential Complaint Center (PCC) , Contact Center ng Bayan (CCB)	ARTA : complaints@arta.gov.ph 8478-5093 PCC : pcc@malacanang.gov.ph 8888 CCB : email@contactcenterngbayan.gov.ph 0908-8816565 (SMS)



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. 8538
Office of the City Government Assistant Department Head III (Infrastructure Group)	7F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8747
Office of the City Government Assistant Department Head III (Maintenance Group)	8F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8544
Technical Management Division	5F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8538
Administrative Division	8F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8664
Accounting Section	8F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8659
Personnel Section	8F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8659
Records Section	8F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8658
Electronic Data Section	8F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8659
Property & Supply Section	8F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8663
General Services Section	8F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8659



Planning & Design Division	6F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8541/8542
Vertical Project Supervision Division	7F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8754
Horizontal Project Supervision Division	7F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8746
Task Force Anti-Dangling Wires Section	7F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8750
Building Maintenance Division	Scout Reyes, Barangay Paligsahan, Fire Station, Quezon City	
Road, Drainage, and Bridges Maintenance Division	Scout Reyes, Barangay Paligsahan, Fire Station, Quezon City	
Equipment Repair and Maintenance Division	Sitio Kislap, Pearl St., Brgy. East Fairview, Q.C.	8359-8527