



QUEZON CITY ENGINEERING DEPARTMENT

CITIZEN'S CHARTER 2022





QUEZON CITY ENGINEERING DEPARTMENT

CITIZEN'S CHARTER 2022



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:
 - 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/Inle	ets 8
C. Road Repair	9
Building Maintenance Division	
External Services	
A. Building Maintenance	1
B. Demolition Permit Processing	1
C. Mechanical Permit Processing	1
D. Issuance of Renewal for Annual Mechanical	
Certificate to Operate	1
Motorpool Division	
External Services	
A. Motorpool Division	1
Horizontal Projects Supervision Division	
External Services	
A. Excavation Clearance Processing	2
Electrical Section	
External Services	
A. Electrical Permit Processing	2
B. Request for Certificate of Final Electrical Inspection (CFEI) 2
Planning and Programming Division	
External Services	
A. Preparation of Detailed Engineering	2
Project Management Unit	
External Services	
A. Infrastructure Billing Cycle	3



Administrative Division

External Services

A. Receiving/Releasing of Various Communications, Complaints,	
Requests, Billing, etc	3
B. Issuance of Certified Photocopies	3
Internal Services	
A. Application for Employment	3
B. Application for Promotion	3
C. Application for Leave of Absences	;
D. Application for Retirement	4
E. Application for Terminal Leave	4
F. Issuance of Certificate of Employment	4
G. Issuance of Office Clearance	
H. Request for Certificate of Leave Credits	
I. Authentication of Personnel Records	
eedback and Complaint Mechanisms	
_ist of Offices	



Road Maintenance Division External Services



A. ASPHALT PATCHING

For the maintenance and repair of roads in Quezon City.

Office/Division		Road Mainte	enance Divi	sion			
Classification							
Type of Transaction	n	G2C	GŽĆ .				
Who may Avail		Residents of	of Quezon City				
CHECKLIST OF RE	QUIREME		WHERE TO SECURE				
1. Letter-Request			City Engir	eering Department			
2. Thru Phone Reque	est		5 th - 7 th Flo	oor, Civic Center Bu	ilding B, Quezon City Hall		
3. Walk-in				d, Diliman, Quezon			
CLIENTS STEPS	AGENC	Y ACTIONS	FEES	PROCESSING	PERSON		
			TO BE PAID	TIME	RESPONSIBLE		
1. Submit the	1. Insp	action by	None	7 daya	Engineer V		
Letter-Request	Dist	ection by	None	7 days	Engineering Department		
2. Report the		neer			Engineering Department		
concern thru		valuation of					
phone.		ported					
3. Walk-in		ea/site					
	involved.						
	1.2. P	reparation					
		Program					
	of	Works.					
	2. Infor	m the	None	With available	City Government		
	_	it of the		materials - 7	Assistant Department		
		ection's		days	Head III		
	statu			If materials are	Engineering Department		
	-	proval of		unavailable -	Finally 2.2.2.1/		
		ject is		variable	Engineer V		
		ojected to			Engineering Department		
		ailability of terials.					
	IIIa	TOTAL	None	14 days (with			
		IOIAL	140110	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 Maintenance Division					
Classification		Highly Technical					
Type of Transactio	n	G2C					
Who may Avail		Residents of Qu	ezon City				
CHECKLIST OF RE	MENTS	WHERE	TO SECURE				
1. Letter-Request				neering Departme			
2. Thru Phone Requ	ıest				Building B, Quezon City		
3. Walk-in	1 -			pound, Diliman, C			
CLIENTS STEPS	AGEN	ICY ACTIONS	FEES	PROCESSING	PERSON		
			TO BE	TIME	RESPONSIBLE		
4.0.1.111	4 1	e 1	PAID		- · · · · ·		
1. Submit the		pection by	None	7 days	Engineer V		
Letter-Request	_	trict			Engineering Department		
2. Report the concern thru		gineer and luation of					
phone.		orted					
3. Walk-in		a/site					
J. Waik-III		olved.					
		Preparation of					
		Program of					
		Vorks.					
		rm the	None	15 days	City Government		
	clie	nt of the		J	Assistant Department		
	insp	pection's			Head ['] III		
	stat				Engineering Department		
	2.1. Approval of						
	рі	oject is			Engineer V		
		ubjected to			Engineering Department		
		vailability of					
	m	aterials.					
		TOTAL	None	22 days			



C. ROAD REPAIR

For the maintenance and repair of roads in Quezon City

Office/Division		Road Maintenance Division					
Classification			lighly Technical				
Type of Transaction	n	G2C					
Who may Avail		Residents of					
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				O SECURE			
1. Letter-Request				eering Department			
2. Thru Phone Requ	ıest		5 th - 7 th Flo	oor, Civic Center Bu	ilding B, Quezon City Hall		
3. Walk-in	•			d, Diliman, Quezon			
CLIENTS STEPS	AGEN	CY ACTIONS	FEES	PROCESSING	PERSON		
			TO BE PAID	TIME	RESPONSIBLE		
1. Submit the	1. Ins	pection by	None	7 days	Engineer V		
Letter-	_	trict			Engineering Department		
Request	_	gineer					
2. Report the		valuation of					
concern thru		ported					
phone.		ea/site					
3. Walk-in		volved.					
		reparation of					
		rogram of					
	\ \	orks.					
	2. Info	rm the client	None	With available	City Government		
	of the	ne		materials - 7	Assistant Department		
	insp	pection's		days	Head III		
	stat				Engineering Department		
		pproval of		If materials are			
		oject is		unavailable -	Engineer V		
		ubjected to		variable	Engineering Department		
availability of							
	m	aterials.					
		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

Office/Division		Building Maintenance Division						
Classification		Highly Techr	nical					
Type of Transaction G2G								
Who may Avail Government			Offices					
CHECKLIST OF REQUIREMENTS			WHERE 1	WHERE TO SECURE				
1. Letter-Request (jo	ob descrip	otion and	City Engir	neering Department				
pictures	·				ilding B, Quezon City Hall			
2. Thru Phone Requ	iest and/	or verbal		d, Diliman, Quezon				
(emergency or ur			-		-			
3. Walk-in/ Persona	Ī							
CLIENTS STEPS	AC	SENCY	FEES	PROCESSING	PERSON			
	AC	TIONS	TO BE	TIME	RESPONSIBLE			
			PAID					
1. Letter-Request	1. Insp	ection by	None	3 days	City Government			
from various	Build	•			Assistant Department			
barangay		ntenance			Head III			
constituents.		sonnel			Engineering Department			
2. Report the		valuation of						
concern thru		ported			Engineer II			
phone.		ea/site			Engineering Department			
3. Walk-in		volved.						
		reparation of						
		rogram of						
		orks						
	,	Requisition						
		sued Slip)	N.I.	VA (**)	_ · "			
		m the client	None	With available	Engineer II			
		e project's		materials –	Engineering Department			
	statu	JS.		10 days or more variable				
	2.1 Ap	proval of			City Government			
		ject is		If materials are	Department Head III			
	sub	ojected to		unavailable -	Engineering Department			
		ailability of		variable				
	ma	terials.						
		TOTAL	None	13 days (with				
				available materials				
				Variable (if materials are				
				unavailable)				
				uriavaliable)				



B. DEMOLITION PERMIT

Issuance of Demolition Permit for Quezon City Government buildings.

Office/Divis				tenance Division	Timent Sananigs.	
Classificati			mplex			
Type of Tra		G2	•			
Who may A		Go	vernment (Offices		
CHECKLIS	T OF REQUIREMENTS		WHERE T	O SECURE		
 Demolition Permit Application Form / Daily Accomplish signed and sealed by the Civil Engineer/Architect ITRUP – General Form No. 12 Site Development Plan of Building to be demolished Demolition Clearance Demolition Request Letter Recent photos of Subject Structure Demolition Procedure (signed by Civil Engineer/Architect) Demolition schedule of work Demolition Cost Estimate Photocopy of PRC ID and PTR of 			City Engineering Department 5 th - 7 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City			
CLIENTS STEPS	neer/Architect in charge AGENCY ACTIONS		FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE	
			PAID			
1. Letter- Request	Letter-request receive by the Records Section Administrative Division	n,	None	30 minutes	OIC, Records Section Engineering Department	
	by the Records Section	n,		30 minutes 1 day	· · · · · · · · · · · · · · · · · · ·	



4. Route to the City Engineer for approval and signature of Demolition Permit	None	1 day	City Government Department Head III Engineering Department
5. Preparation of endorsement to requesting barangay, copy furnished to General Services Department 5.1. Route to the City Engineer for signature 5.2. Route to the Records Section, Administrative Division for record and release.		1 day	Administrative Officer IV (HRMO II) City Government Department Head III Engineering Department OIC, Records Section Engineering Department
TOTAL	None	7 days, 30 minutes	



C. MECHANICAL PERMIT

Issuance of Mechanical Permit for Quezon City Government buildings.

Office/Divis				tenance Division			
Classificati			nplex				
Type of Tra		G2G					
Who may A	vail	Gov	ernment (
CHECKLIST OF REQUIREMENTS			WHERE	TO SECURE			
 Designed plan and specification with 				ineering Departm			
	seal of PME.				r Building B, Quezon City Hall		
	/ Machine Specification		Compou	nd, Diliman, Que	zon City		
•	shed Mechanical Form with	h					
	seal of PME						
4. Cost Esti							
5. Program	of Works						
CLIENTS	AGENCY		FEES	PROCESSING	PERSON RESPONSIBLE		
STEPS	ACTIONS		TO BE	TIME	PERSON RESPONSIBLE		
SIEFS	ACTIONS		PAID	I IIVIC			
1. Letter-	Letter-request receive	ed	None	30 minutes	OIC, Records Section		
Request					Engineering Department		
	Administrative Division				3 3 3 3		
	2. Route to the City		None	1 day	City Government		
	Engineer			-	Department Head III		
					Engineering Department		
	3. Route to Building		None	4 days	City Government Assistant		
	Maintenance Division				Department Head III		
	3.1. Course of action				Engineering Department		
	3.1.1. Conduct site						
	inspection				Engineer II		
	3.1.2. Document check				Engineering Department		
	3.1.3. Preparation of						
	report and						
	3.1.4. Issuance of						
	Mechanical Pern	nıt		4 1			
	4. Route to the City		None	1 day	City Government		
	Engineer for approval				Department Head III		
	and signature of				Engineering Department		
	Mechanical Permit						



5. Preparation of endorsement to requesting barangay, copy furnished to General Services Department 5.1. Route to the City		1 day	Administrative Officer IV (HRMO II) City Government
			•
Engineer for signature			_ Department Head III
5.2. Route to the Records			Engineering Department
Section, Administrative			
Division for record			OIC, Records Section
and release			Engineering Department
TOTAL	None	7 days, 30	
		minutes	



D. ISSUANCE OF RENEWAL FOR ANNUAL MECHANICAL CERTIFICATE TO OPERATE

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

Office/Division	n e	Ru	ilding Main	tenance Division	
Classification Simple, Comple					
Type of Trans		G2		NEX.	
Who may Av					
				O SECURE	
CHECKLIST OF REQUIREMENTS 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			City Engir 5 th - 7 th Flo	neering Departme	Building B, Quezon City Hall
5. Sump Pum CLIENTS STEPS	p Test (if required) AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter- Request of various contractors	Letter request received by the Records Section, Administrative Divisi	on	None	30 minutes	OIC, Records Section Engineering Department
	Route to the City Engineer		None	1 day	City Government Department Head III Engineering Department
	3. Route to Building Maintenance Division 3.1. Course of action 3.1.1. Conduct site inspection 3.1.2. Document chec 3.1.3. Preparation of report 3.1.4. Issuance of Annual Mechanic Certificate to Operate		None	3 days	City Government Assistant Department Head III Engineering Department Engineer II Engineering Department

None	1 day	City Government Department Head III Engineering Department
	1 day	Administrative Officer IV (HRMO II) City Government Department Head III Engineering Department OIC, Records Section Engineering Department
None	6 days, 30	
		1 day



Motorpool Division External Services



A. MOTORPOOL DIVISION

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

Office/Division		Motorpool Di	vision		
Classification		Simple			
Type of Transactio	n	G2G/G2C			
Who may Avail			Offices / R	esidents of Quezon	City
CHECKLIST OF RE	QUIR	EMENTS	WHERE 1	O SECURE	·
1. Letter-Request			Standard	request form is requ	lested is from respective
2. Thru Phone Requ	ıest		Engineeri	ng District Offices of	f Quezon City
CLIENTS STEPS	EPS AGENCY ACTIONS			PROCESSING TIME	PERSON RESPONSIBLE
Submit letter- request.	ro O ir W is	rerify the equested job order if already and if what equipment is applicable to be used.	None	3 days	City Government Assistant Department Head III Engineering Department Engineer V Engineering Department
Report the concern thru phone call Report the concern thru SMS	S	equipment is ubjected to vailability.	None		
4. Others: During emergency situation	_	all available equipment	None	Standby / Immediate action	
		TOTAL	None	3 days	



Horizontal Infra-Projects Division External Services



A. EXCAVATION CLEARANCE PROCESSING

Excavation clearance processing.

Excavation clearance processing.							
Office/Division		-	itoring & I	=xca	vation Section, Horizontal-Infra		
			Projects Division				
Classification		Simple					
Type of Transactio	n	G2C	T				
Who may Avail						Representative, Contractors and	
			House/Bu	ilding Owi			
CHECKLIST OF RE						IERE TO SECURE	
Completely filled-up A						olication Form is available at	
Connection, Tapping				arance.	the	Department of Building Official	
Form is available at th				DDOOF		DEDOON DECORONOIDI E	
CLIENTS STEPS		GENCY	FEES	PROCE		PERSON RESPONSIBLE	
	A	CTIONS	TO BE	ING TI	ME		
			PAID				
1. Fill up		ck / Evaluate	None	1 day	/	Evaluator Department of	
Excavation		ocuments				Building Official	
Form and		nitted by the					
submit		cant to the					
Application at		artment of					
the Department	Build	ling Official					
of Building							
Official to be							
endorsed							
to Excavation							
Section,							
Engineering							
Department							
2. The inspector	2. Subj	ect to	None	3 day	S	Waterways Superintendent II	
will contact the	Inspe	ection and				Engineering Department	
client with party	Reco	mmendation				&	
guidance.	for A	pproval /				City Government Department	
	Issua	ance of				Head III	
	Clear	ance by the				Engineering Department	
	City E	Engineer					
3. Claim the	3. Rele						
Excavation	clear	ance and					
Permit at the	endo	rse to the					
Department of Department of							
Building Official.	Build	ling Official					
		xcavation					
	Perm	nit.					
	•	TOTAL	None	4 day	S		



Electrical Section External Services



A. ELECTRICAL PERMIT

Requirement for the energization of Government-owned structures.

066 (D. 1.1.			41			
Office/Division		Electrical Sec	tion			
Classification		Complex				
Type of Transac	tion	G2G				
Who may Avail		National Gove	overnment and Local Government of Quezon City			
CHECKLIST OF		NTS	WHERE TO SECURE			
1. Letter / e-mail 2. Approved Electoria seal of Profess (blue and/or wl) 3. Wiring Permit volume authorized Licetoria Practitioner (or and photocopic and current PT signatures 4. Photocopy of Normance, Approgram of Wo	trical Plan with sional Electric hite print) with sign and ensed Electric riginal), as the es of valid PRTR with three Notice of Awagency Estima	al Engineer seal of cal case may be C License (3) specimen rd, Notice to	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/e-mail 3. Walk-in		received by ords Section,	None	1 day	OIC, Records Section Engineering Department	
	2. Route to Engineer	•	None	1 day	City Government Department Head III Engineering Department	
	3.1.1.1. [e of action luate Plan Document Check paration of	None	5 days	Engineer IV Engineering Department	

5	小班	CITY	2
		A. A	
53	0000	0000	25
1	SVEZOI	NOE V	5

	4. Recommendation and	None	1 day	Engineer IV
	issuance of Electrical			Engineering Department
	Permit routed to the			
	City Engineer for			City Government
	signature			Department Head III
				Engineering Department
4. Pick-up the	5. Route to the Electrical	None	1 day	Engineer IV
requested	Section for the release			Engineering Department
document	of Electrical Permit			
	TOTAL	None	9 days	



B. REQUEST FOR CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI) Documentary requirement for the energization of Government owned

structures.

Office/Division		Electrical Sec	ction			
Classification		Simple				
Type of Transac	ction	G2G				
Who may Avail			ernment and	Local Governme	nt of Quezon City	
CHECKLIST OF	REQUIREME	ENTS	WHERE TO	O SECURE		
1. None				eering Department		
					uilding B, Quezon City Hall	
	T			, Diliman, Quezon		
CLIENTS	AGENCY	ACTIONS	FEES TO	PROCESSING	PERSON	
STEPS			BE PAID	TIME	RESPONSIBLE	
1. Inform the	1. Conduct		None	1 day	Engineer IV	
Office of the	inspectio	n			Engineering Department	
completed						
project for						
the issuance						
of CFEI						
	2. Preparation		None	1 day	Engineer IV	
	•	d certificate			Engineering Department	
	2.1. Route to the C					
Engine					City Government	
	signatu	ire			_ Department Head III	
0.0:1				4.1	Engineering Department	
2. Pick-up the	5. Route to the		None	1 day	Engineer IV	
requested		r the release			Engineering Department	
document	of CFEI					
		TOTAL	Nina	0 dave		
		TOTAL	None	3 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 Divisi	on
Classification		Highly Technical		
Type of Transactio	n	G2C		
Who may Avail		Residents	of Quezon City	
CHECKLIST OF RE	QUIREMENTS	WHERE 1	O SECURE	
1. Letter-Request			neering Department	
2. Telephone Reque	est			ding B, Quezon City Hall
3. SMS Request		•	<u>d, Diliman, Quezon C</u>	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter-Request	Conduct ocular	None	1 day for 1-5	Engineer V
2. Telephone Request	inspection to validate feasibility of		projects	Engineering Department
3. SMS Request	the proposed project based on the request(s)		2 days for 6-10 projects	
			3 days for 11 or more projects	
	2. Conduct comprehensive site	None	(Per project basis)	Engineer V Engineering Department
	inspection/ survey to secure information/ data		1 day for simple project	
	that will be used for the preparation of DED		2 days for complex project	
			3 days for multiple building project	

T			↓ □ ↓
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	None	(Per project basis) 3 day for simple project 7 days for complex project 9 days for multiple building project	Engineer V Engineering Department
equipment, and technical specifications. 4. Transmit the DED to the City Engineer for comment(s) and/or approval	None	1 day	Engineer V Engineering Department
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	City Government Department Head III Engineering Department
6. Transmit the approved DED to the respective agency for the Procurement Procedure	None	1 day	City Government Department Head III Engineering Department
7. Notify the requesting party of the result whether the project is feasible or not	None	1 day	City Government Department Head III Engineering Department
TOTAL	None	9 days for 1-5 projects 16 days for 6-10 projects 21 days for 15 or more projects	



Project Monitoring Unit External Services



A. INFRASTRUCTURE BILLING CYCLE

Accomplishment Billing

Office/Division			Project Monitoring Unit			
Classification			echnical			
Type of Transa	ction	G2B (Go	overnment to Busi	ness)		
Who may Avail		Contract	tors			
CHECKLIST OF	REQUIREMENTS	WHERE	TO SECURE			
1. Letter-Reques	st for billing addressed	1. Provid	ded by the contrac	tor (signed by duly		
to the City Er	ngineer	autho	rized representativ	ve)		
CLIENTS	AGENCY	FEES	PROCESSING	PERSON		
STEPS	ACTIONS	TO BE	TIME	RESPONSIBLE		
		PAID				
1. Submit	Letter from Contractor	None	1 day	OIC, Records Section		
letter-	received by Records			Engineering Department		
request	Section, Administrative					
	Division					
	2. Route to the City Engineer	None	1 day	City Government		
				_ Department Head III		
				Engineering Department		
	3. Route to Project Monitoring			Engineer III		
	Unit			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		7 dove			
	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			City Government		
	4.1. Mobilization			Department Head III		
	4.1.1. Complete Documents		1 day	Engineering Department		
	4.1.1. Complete Documents 4.1.1.1. Indorsement to		i uay	Linginiceting Departitient		
	General Services					
	Octional Octivides	1				

Department for Voucher preparation 4.2. Progress Billing 4.2.1. Complete Documents/ Validated Accomplishment 4.2.1.1. Route to Supervising Division to sign Statement of Work Accomplished 4.2.1.2. City Engineer to sign Statement of Work Accomplished 4.2.1.3. Indorsement to General Services Department for Voucher preparation 4.3. Final Billing 4.3.1. Complete Documents 4.3.1.1. Route to Supervising Division to sign Statement of Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.3.1. Route to 10 days 11 day 12 day 13 days 14 day 15 day 16 days 17 day 18 day 19 days 10 days 10 days 11 day 11 day 12 day 13 day 14 day 15 day 16 day 16 day 17 day 18 da				
Voucher preparation 4.2. Progress Billing 4.2.1. Complete Documents/ Validated Accomplishment 4.2.1.1. Route to Supervising Division to sign Statement of Work Accomplished 4.2.1.2. City Engineer to sign Statement of Work Accomplished 4.2.1.3. Indorsement to General Services Department for Voucher preparation 4.3. Final Billing 4.3.1. Complete Documents 4.3.1.1. Route to Supervising Division to sign Statement of Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works	Department for			Zon chi
4.2. Progress Billing 4.2.1. Complete Documents/ Validated Accomplishment 4.2.1.1. Route to Supervising Division to sign Statement of Work Accomplished 4.2.1.2. City Engineer to sign Statement of Work Accomplished 4.2.1.3. Indorsement to General Services Department for Voucher preparation 4.3. Final Billing 4.3.1. Complete Documents 4.3.1.1. Route to Supervising Division to sign Statement of Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works				
4.2.1. Complete Documents/ Validated Accomplishment 4.2.1.1. Route to Supervising Division to sign Statement of Work Accomplished 4.2.1.2. City Engineer to sign Statement of Work Accomplished 4.2.1.3. Indorsement to General Services Department for Voucher preparation 4.3. Final Billing 4.3.1. Complete Documents 4.3.1.1. Route to Supervising Division to sign Statement of Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works				
Validated Accomplishment 4.2.1.1. Route to Supervising Division to sign Statement of Work Accomplished 4.2.1.2. City Engineer to sign Statement of Work Accomplished 4.2.1.3. Indorsement to General Services Department for Voucher preparation 4.3. Final Billing 4.3.1. Complete Documents 4.3.1.1. Route to Supervising Division to sign Statement of Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher To Work Accomplished And Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works				
Accomplishment 4.2.1.1. Route to Supervising Division to sign Statement of Work Accomplished 4.2.1.2. City Engineer to sign Statement of Work Accomplished 4.2.1.3. Indorsement to General Services Department for Voucher preparation 4.3. Final Billing 4.3.1. Complete Documents 4.3.1.1. Route to Supervising Division to sign Statement of Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works	· •			
4.2.1.1. Route to Supervising Division to sign Statement of Work Accomplished 4.2.1.2. City Engineer to sign Statement of Work Accomplished 4.2.1.3. Indorsement to General Services Department for Voucher preparation 4.3. Final Billing 4.3.1. Complete Documents 4.3.1.1. Route to Supervising Division to sign Statement of Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works				
Supervising Division to sign Statement of Work Accomplished 4.2.1.2. City Engineer to sign Statement of Work Accomplished 4.2.1.3. Indorsement to General Services Department for Voucher preparation 4.3. Final Billing 4.3.1. Complete Documents 4.3.1.1. Route to Supervising Division to sign Statement of Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works	· ·		2 daya	
to sign Statement of Work Accomplished 4.2.1.2. City Engineer to sign Statement of Work Accomplished 4.2.1.3. Indorsement to General Services Department for Voucher preparation 4.3. Final Billing 4.3.1. Complete Documents 4.3.1.1. Route to Supervising Division to sign Statement of Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works			3 days	
Work Accomplished 4.2.1.2. City Engineer to sign Statement of Work Accomplished 4.2.1.3. Indorsement to General Services Department for Voucher preparation 4.3. Final Billing 4.3.1. Complete Documents 4.3.1.1. Route to Supervising Division to sign Statement of Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works	, -			
4.2.1.2. City Engineer to sign Statement of Work Accomplished 4.2.1.3. Indorsement to General Services Department for Voucher preparation 4.3. Final Billing 4.3.1. Complete Documents 4.3.1.1. Route to Supervising Division to sign Statement of Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works	=			
sign Statement of Work Accomplished 4.2.1.3. Indorsement to General Services Department for Voucher preparation 4.3. Final Billing 4.3.1. Complete Documents 4.3.1.1. Route to Supervising Division to sign Statement of Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works	·			
Work Accomplished 4.2.1.3. Indorsement to General Services Department for Voucher preparation 4.3. Final Billing 4.3.1. Complete Documents 4.3.1.1. Route to Supervising Division to sign Statement of Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works			1 day	
4.2.1.3. Indorsement to General Services Department for Voucher preparation 4.3. Final Billing 4.3.1. Complete Documents 4.3.1.1. Route to Supervising Division to sign Statement of Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works	sign Statement of			
General Services Department for Voucher preparation 4.3. Final Billing A.3.1.2. Complete Documents Accomplished and for Final Inspection A.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance A.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works	Work Accomplished			
Department for Voucher preparation 4.3. Final Billing 4.3.1. Complete Documents 4.3.1.1. Route to Supervising Division to sign Statement of Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works	4.2.1.3. Indorsement to		1 day	
Voucher preparation 4.3. Final Billing 4.3.1. Complete Documents 4.3.1.1. Route to Supervising Division to sign Statement of Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works	General Services			
Voucher preparation 4.3. Final Billing 4.3.1. Complete Documents 4.3.1.1. Route to Supervising Division to sign Statement of Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works	Department for			
4.3. Final Billing 4.3.1. Complete Documents 4.3.1.1. Route to Supervising Division to sign Statement of Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works	·			
4.3. Final Billing 4.3.1. Complete Documents 4.3.1.1. Route to Supervising Division to sign Statement of Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works	preparation			
4.3.1. Complete Documents 4.3.1.1. Route to Supervising Division to sign Statement of Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works	· · ·			
4.3.1.1. Route to Supervising Division to sign Statement of Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works				
Supervising Division to sign Statement of Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works	· · · · · · · · · · · · · · · · · · ·		10 days	
to sign Statement of Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works			. o dayo	
Work Accomplished and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works	•			
and for Final Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works				
Inspection 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works	·			
4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works				
sign Statement of Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works	·		1 day	
Work Accomplished and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works	• •		i uay	
and Acceptance 4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works				
4.3.1.3. Indorsement to General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works	·			
General Services Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works	·		4	
Department for Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works			1 day	
Voucher preparation 4.4. Incomplete Documents and/or Projects with Punchlisting works				
4.4. Incomplete Documents and/or Projects with Punchlisting works				
and/or Projects with Punchlisting works				
Punchlisting works	•			
	,			
	4.4.1. Information to		1 day	
Contractor of the	Contractor of the			
deficiency	deficiency			
TOTAL None 34 days	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	Office/Division Records Section, Administrative Division						
Classification		Simple	·				
Type of Transac	rtion	G2B, G2C, G2G					
Who may Avail	J. 1011	General Public					
CHECKLIST OF	REQUIREM		WHERE	TO SECURE			
		tachment from the general	ļ	rnment agenc			
public	cifica with at	tachinent from the general	1. 0000	minem agene	y concerned		
2. Letter respons	se to the end-	user					
CLIENTS		AGENCY	FEES	PROCESS	PERSON		
STEPS		ACTIONS	TO BE PAID	ING TIME	RESPONSIBLE		
Submit Letter request or communication to Records Section Obtain receiving copy	docume Section 1.1. Provid receiv 1.2. Encod attach 1.3. Check	e and stamp the ents by the Records , Administrative Division le the client a ing copy for reference le communications for ment of Routine Slip and review the nunications.	None	1 day	OIC, Records Section Engineering Department		
оору	Forward communications to the Office of the City Engineer for instructions indicated in the Routine Slip		None		City Government Department Head III Engineering Department		
	3. Forward the Chie specific	communication to ef Administrative Officer for instruction.	None		Chief Administrative Officer Engineering Department		
	to the H Section, 4.1. Enco At the 4.2. Rele differ contr	communications ead of the Records Administrative Division de communication e Records e-file ase documents to rent divisions, utility, ractor, barangay and other erned agencies as ucted by the City Engineer.	None	1 day	OIC, Records Section Engineering Department		
		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	Simple					
Type of	G2B, G2C, G2G						
Transaction							
Who may Avail	General Public						
CHECKLIST OF F			O SECURE				
	ned with attachment from the	Records S	Section				
general public							
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE			
1.Communicatio ns from the end-user,	Receive request and forward to the City Engineer	None		OIC, Records Section Engineering Department			
complaints request	2. Route to the Chief Administrative Officer for specific instruction.	None	1 day	Ma. Michelle A. Bogarin Chief Administrative Officer Engineering Department			
	Forward to the Head of the Records Section for instruction	None		OIC, Records Section 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	OIC, Records Section) 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		City Treasurer City Treasurer's Office OIC, Records Section Engineering Department			
	TOTAL	₱ 50.00	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,	Administra	ative Division		
Classification		Simple				
Type of Transacti	on	G2G, G2C				
Who may Avail		Employees of Engi			neral Public	
CHECKLIST OF R	EQUIREM	ENTS	WHERE 7	TO SECURE		
1. Letter of Applica	tion specif	ying the position	Personne	I Section		
Desired and 2.	Personal D					
CLIENTS STEPS		AGENCY	FEES	PROCESS	PERSON RESPONSIBLE	
		ACTIONS	TO BE PAID	ING TIME		
Submit Letter of Application and Personal	the C instru	ard the request to ity Engineer for ctions.	None	1 day	OIC, Records Section Engineering Department	
Data Sheet at the Records Section.	the C Office action		None	5 minutes	Chief Administrative Officer Engineering Department	
		uct pre-screening olicants	None	1 day	Administrative Officer IV (HRMO II) Engineering Department	
	scree the C Office 4.1. For the app inte	are notice of ining and submit to hief Administrative er for interview. ward evaluation to City Engineer for proval and/or further erview.	None	2 days	Chief Administrative Officer Engineering Department City Government Department Head III Engineering Department	
	The Office	ard evaluation to Chief Administrative er for specific ctions.	None	1 day	Chief Administrative Officer Engineering Department	
Submit all the requirements for employment	comp	applicants to ly with the rements.	None	5 minutes	Administrative Officer IV (HRMO II) Engineering Department	
	TOTAL	None	5 days, 10 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, G2C									
Who may Avail			Employees of Engine	ering Dep	artment, Gene	ral Public			
CHECKLIST OF	CHECKLIST OF REQUIREMENTS			WHERE	TO SECURE				
1. Letter of Applic	cation	specify	ring the position	Personn	el Section				
desired and 2.	. Pers								
CLIENTS			AGENCY	FEES	PROCESSI	PERSON RESPONSIBLE			
STEPS			ACTIONS	TO BE	NG TIME				
_				PAID					
1. Submit Letter			the request to the	None	1 day	OIC, Records Section			
of Application			gineer for instructions			Engineering Department			
and Personal			tion coursed to the	None	5 minutes	Chief Administrative Officer			
Data Sheet at			dministrative Officer			Engineering Department			
the Records		•	ositive action.	N.		A / : : / /: Off: //			
Section.			t pre-screening of	None	3 days	Administrative Officer II			
	2	applica	nts			(HRMO I)			
						Engineering Department			
						Administrative Officer II			
						(HRMO I)			
						Engineering Department			
	4. F	Prenare	e notice of	None	3 days	Chief Administrative Officer			
		•	ng and submit to the	None	o dayo	Engineering Department			
			dministrative Officer			Engineering Department			
			view of applicants by						
			rnal Personnel						
	5	Selection	on Committee						
	(Chairm	an and its members						
	4.1	Forwa	rd evaluation to			City Government			
the Cit		ty Engineer for			Department Head III				
	approval.				Engineering Department				
	5. Forward evaluation to the		None	5 minutes	Chief Administrative Officer				
			dministrative Officer			Engineering Department			
			cific instructions.						
2. Submit all the		-	pplicants to	None	1 day	Administrative Officer II			
requirements			with the			(HRMO I)			
for promotion.	requirements.					Engineering Department			

			Administrative Officer II (HRMO I) Engineering Department
7. Submit all the requirements for Personnel Selection Board at the Human Resource Management Department	None	10 minutes	Human Resource Management Department
ТОТА	L None	8 days, 20 minutes	



C. 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	l							
CLASSIFICATION	1	Simple						
TYPE OF TRANS	ACTION	G2G						
WHO MAY AVAIL	•	Employees of Eng	ineering D	epartment				
CHECKLIST OF F	REQUIREME	ENTS	WHERE	TO SECURE				
1. Duly accomplish	ned leave fo	rm (CS Form 6) in	Personne	el Section				
two (2) copies								
2. Medical Certification								
` '		orting documents						
CLIENTS		AGENCY	FEES	PROCESSING	PERSON			
STEPS	A	CTIONS	TO BE	TIME	RESPONSIBLE			
			PAID					
1. Accomplish		e the duly filled-	None		Administrative Officer IV			
leave form	•	ve of Absence			(HRMO II)			
(CS Form 6)	Form				Engineering Department			
from Nos. 1 to		npute and record						
6D. Have the		eave credits.						
Respective	2. Forwar	d the Leave of	None		Chief Administrative			
head sign for	Absend	ce Form for the		1 day	Officer			
recommending	signatu	re of the Chief			Engineering Department			
approval of	Admini	strative Officer						
leave and								
submit to								
Personnel								
Section								
		TOTAL	None	1 day				



D. APPLICATION FOR RETIREMENT

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

Office/Division		Person	Personnel Section, Administrative Division					
Classification		Simple						
Type of Transacti	on	G2G						
Who may Avail		Retired	Engineering	employees				
CHECKLIST OF R	EQUIREME	NTS			WH	ERE TO SECURE		
1. Letter of Intent to	. Letter of Intent to retire 4. Office Clearance				Personnel Section			
(for optional ret	iree) 5	. General Clea	rance					
2. GSIS Application	n for 6.	Legal Clearar	nce					
Retirement For	m 7	. Birth Certifica	rth Certificate					
3. Service Record & LWOP								
CLIENTS	AGE	NCY	FEES TO	PROCESS	ING	PERSON		
CTEDC	ACT	ACTIONS DEDAID TIME				DECDONCIDI E		

CLIENTS	AGENCY	FEES TO	PROCESSING	PERSON
STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit Letter	Receive and stamp	None	1 day	OIC, Records Section
of Intent to retire	the documents by			Engineering Department
(FOR	the Records			
OPTIONAL	Section,			
RETIREE)	Administrative			
addressed to the	Division			
City Engineer at	1.1. Provide the client a			
the Records	receiving copy for			
Section	reference			
	1.2. Encode communications			
	for attachment of			
	Routine Slip			
	1.3. Check and review			
	the			
	communications			
	Communications			
	2. Forward to the City			City Government
	Engineer			Department Head III
				Engineering Department
			1 day	
	3. Route to the Chief		luay	Chief Administrative
	Administrative			Officer
	Officer for specific			Engineering Department
	instruction.			

					WEZON CITY
2. Submit all the	4.	Prepare	None	2 days	Administrative Officer IV
requirements		endorsement for			(HRMO II)
		initials of the Head of the Personnel			Engineering Department
		Section, Chief			Chief Administrative
		Administrative			Officer
		Officer and signature of the City Engineer.			Engineering Department
					City Government
					Department Head III
					Engineering Department
	3.	Transmit	None		Human Resource
		endorsement to the			Management
		HRMD			Department

None

4 days

TOTAL



Head III
Engineering Department
Human Resource

Management Department

E. APPLICATION FOR TERMINAL LEAVE

2. Transmit indorsement

TOTAL

to the HRMD

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

O.C.: (D			O (' A I				
Office/Division			Section, Adr	ninistrative Division	on		
Classification		Simple					
Type of Trans	action	G2G					
Who may Ava	il	Retired & L	egal Heirs o	f the deceased E	ngineering employees		
CHECKLIST C	F REQUIREM	ENTS	WHERE T	O SECURE	· · ·		
1. GSIS Cleara	ince		Personnel	Section			
2. Service Rec	ord & LWOP						
3. Office Clear	ance						
4. General Clea	arance						
5. Legal Cleara	ance						
6. Birth Certific							
7. NOSA							
8. SALN							
9. Leave Form	& Leave Card						
CLIENTS	AGEN	ICY	FEES TO	PROCESSING	PERSON RESPONSIBLE		
STEPS	ACTIO	ONS	BE PAID	TIME			
1. Submit all	1. Prepare ei	ndorsement	None	1 day	Administrative Officer IV		
the	for initials	of the Chief		-	(HRMO II)		
requirements	Administra	tive Officer			Engineering Department		
	and signat	ure of the					
	City Engin	eer.			Chief Administrative Officer		
	, ,		Engineering Department				
					City Government Department		

1 day

2 days

None

None



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 requires certificate.

Office/Division			Personnel S	Section, Adr	ninistrative Division	on
Classification			Simple			
Type of Transaction			G2Ġ			
Who may Avail			Engineering	gemployees	who were previo	ously / currently deployed
CHECKLIST OF	RE	QUIREME			O SECURE	
1. Walk-in				Personnel	Section	
2. Thru Phone R	equ	est				
CLIENTS		AGEN	ICY	FEES TO	PROCESSING	PERSON RESPONSIBLE
STEPS		ACTIO	ONS	BE PAID	TIME	
1. Proceed to Personnel Section to request for Certificate of Employment	1.	ACTIONS 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	Administrative Officer IV (HRMO II) Engineering Department Chief Administrative Officer Engineering Department City Government Department Head III Engineering Department
2. Receive request	2.	Release certificate to requestor		None	2 minutes	Administrative Officer IV (HRMO II) Engineering Department
	•		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	,						
CLASSIFICATION		Simple					
TYPE OF TRAN		G2G – G0	vernment to employee				
WHO MAY AVAIL Officials/Employees of Engineering Department							
CHECKLIST OF			WHERE TO				
1. For Retireme			Personnel S	ection			
2. For Leave –		days –					
approved lea				T			
CLIENTS	AGEN		FEES TO	PROCESSING	PERSON RESPONSIBLE		
STEPS	ACTI		BE PAID	TIME			
1. Proceed to	1. Prepare (None	15 minutes	Administrative Officer IV		
Personnel	Clearanc	e.			(HRMO II)		
Section and	0.	UL -	Ninna	4 4	Engineering Department		
bring	2. Forward		None	1 day	Administrative Officer V		
necessary	documen				(Supply Officer III)		
requirement.	signature concerne				Engineering Department		
	officers	u			Administrative Officer IV		
	and the C	Sitv			(HRMO II)		
	Engineer	•			Engineering Department		
	Liigiiiooi	•					
					Chief Administrative Officer		
					Engineering Department		
					City Government Department		
					Head III		
					Engineering Department		
2. Obtain the	3. Record a	nd	None	2 minutes	Administrative Officer IV		
request from	release				(HRMO II)		
	the the document.				Engineering Department		
Personnel							
Section.				4 1 4=			
		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 TRANSA	CTION	G2G – Gove	rnment to	employee			
WHO MAY AVAIL			Officers/E	Employees of Engi	ineering Department		
CHECKLIST OF RE	QUIREME	NTS	WHERE	TO SECURE			
1. Walk-in			Personne	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	the em	te and olish leave	None	20 minutes	Administrative Officer IV (HRMO II) Engineering Department		
	for sign	d the ation Form nature of the dministrative		5 minutes	Chief Administrative Officer Engineering Department		
Obtain the request from the Personnel Section.	Record and release the document.			3 minutes	Administrative Officer IV (HRMO II) Engineering Department		
	•	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 Se	ction, Admini	strative Division	
CLASSIFICATION		Simple			
TYPE OF TRANSA	CTION	G2G – Gover	nment to emp	loyee	
WHO MAY AVAIL			Officials/Emp	oloyees of Engine	ering Department
CHECKLIST OF REQUIREMENTS WHERE TO S				SECURE	
1. Walk-in			Personnel S	ection	
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		None	3 minutes	Administrative Officer IV (HRMO II) Engineering Department
2. Obtain the request from the Personnel Section.	charge 2. Record and release the document.		None	2 minutes	Administrative Officer IV (HRMO II) Engineering Department
		TOTAL	None	5 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AN	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: engineering@quezoncity.gov.ph			
	988-4242 loc. 8536			
How feedback is processed?	Every Friday the Public Assistance Officer			
	of the day opens the drop box and			
	compiles and records all feedbacks submitted.			
	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.			
	Contact information for follow-up and			
	inquiries: engineering@quezoncity.gov.ph			
	988-4242 loc. 8536			
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			
	IncidentEvidence			
	3. Contact information for follow-up and			
	inquiries: engineering@quezoncity.gov.ph			
	988-4242 loc. 8536			



How complaints are processed?	 The Chief Administrative Officer daily opens the complaints drop box and evaluate each complaint. The Chief Administrative Officer will then start the investigation and forward the report to the person concerned for his/her explanation.
	The Chief Administrative Officer makes recommendation and shall submit to the City Engineer for appropriate action.
	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. 8536
Contact information of Anti-Red	ARTA: complaints@arta.gov.ph
Tape Authority (ARTA), PCC	8478-5093
Presidential Complaint Center	PCC : 8888
(PCC) , Contact Center ng Bayan (CCB)	CCB : 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. 8657/8665
Office of the City Government Asst. 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 Asst. 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
Electronic Data Section	6F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8536
Property & Supply Section	6F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8663
General Services Section	6F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8658



Planning & Programming Division	5F Civic Center Bldg. B, Elliptical Road, Diliman,	8988-4242 loc. 8542/8541
Vantical Drainat Comanciaion	Q.C.	0000 4040 las 0754
Vertical Project Supervision Division	7F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8754
Horizontal Project	7F Civic Center Bldg. B,	8988-4242 loc. 8746
Supervision Division	Elliptical Road, Diliman, Q.C.	
Utilities Section	7F Civic Center Bldg. B, Elliptical Road, Diliman, Q.C.	8988-4242 loc. 8543
Building Maintenance	Scout Reyes, Barangay	
Division	Paligsahan, Fire Station, Quezon City	
Road Maintenance Division	Scout Reyes, Barangay	
	Paligsahan, Fire Station,	
	Quezon City	
Motorpool Division	Sitio Kislap, Pearl St., Brgy. East Fairview, Q.C.	8359-8527