



ARCHITECTURAL OFFICE CITIZEN CHARTER

MISSION

The Architectural Office of the City Government of Pasig seeks to develop the refinement of its workforce by creating community discourse, efficient community planning and participatory design, by all and for all.

VISION

The Architectural Office of the City Government of Pasig aims to enrich the city's urban landscape through innovation and sustainable and inclusive development and emerge as the country's most developed city.

GOALS

The Architectural Office, together with its allied departments shall inspire its professionals to continuously come on with infrastructure development that preserves the city's human dignity and encourage individuals to meet their full potential.

A. New Vertical Projects These projects consist of **Hospitals, School Buildings, Housing, Police Stations, Barangay Halls, Multi-Purpose Buildings, Quarantine and Isolation Facilities, Crematorium and Columbarium, Public Cemeteries, Public Markets, Parks and Multi-use Open Spaces and other infrastructure projects consistent with the City Mayor's programs.**

OFFICE:	Architectural Office headed by Ar. Lea V. Olivar – Chief Architect			
CLASSIFICATION:	Highly Technical			
TYPE OF TRANSACTION :	Government to Government / Inter-Department			
WHO MAY AVAIL:	The Honorable Mayor, Barangay Captains and Councilors, other government agencies, other Pasig City Government Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of Priority Projects approved by the City Infrastructure Committee and City Mayor in line with the Annual Investment Plan for the Year		Endorsement from the Planning, Programming and Construction Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit request letter to Architectural Office or send email to architecturaloffice15@gmail.com	1.1 Receives letter request / list from the Planning, Programming and Construction Division (PPCD)	N/A	30 minutes	Administrative Staff (Secretary) Ms. Realyn E. Villacorta –
	1.2 Chief Architect reviews proposed project and assigns the request to Architect/s	N/A	1 day	(Senior and Junior Architects) Ar. Merlo Calabit, Ar. Elmer Estrada, Ar, Carlo Martinez, Ar. Jansen

				Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola
	1.3 Architect/s Assigned distributes project assignments	N/A	1 hour	(Project Estimators)Mr. Ariel Altamero, Mr. Charlie Espino and Ms. Rosemarie Godoy, (CAD Operators)Mr. Benjie Castillejos, Mr. Rosendo Acosta Jr. Mr. Mr. Richard Roldan, Mr. Emmanuel Caparas, Mr. Ramuel Nada, (Draftsman) Ms. Annie Cruz, Mr. Noel Sarile
2. Client will provide information regarding the project: - Transfer Certificate of Title(TCT)s - Space requirements - Others	2.1 Coordinate with the client for ocular site inspection on the actual / proposed project site	N/A	3 - 5 days	(Senior and Junior Architects) Ar. Merlo Calabit, Ar. Elmer Estrada, Ar, Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola
	2.2 Preparation of Site Evaluation Report (SER) to determine project feasibility in coordination with the Survey Section	N/A	3 - 5 days	(Senior and Junior Architects) Ar. Merlo Calabit, Ar. Elmer Estrada, Ar, Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola
	2.3 Endorsement of project to PPCD for approval and prioritization	N/A	1 day	(Senior and Junior Architects) Ar. Merlo Calabit, Ar. Elmer Estrada, Ar, Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola
	2.4 Provision of schematic design in coordination with the clientele,	N/A	10 days	(Senior and Junior Architects) Ar. Merlo Calabit, Ar. Elmer Estrada, Ar, Carlo

	requesting parties and/or end users for approval			Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola
	2.5 Design development and preparation of architectural and auxiliary (engineering) plans, designs and specifications	N/A	30-36 days	(Senior and Junior Architects) Ar. Merlo Calabit, Ar. Elmer Estrada, Ar, Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola
	2.6 Presentation of Project Plans for Approval	N/A	1-2 days	(Chief Architect) Ar. Lea Olivar, (Senior and Junior Architects) Ar. Merlo Calabit, Ar. Elmer Estrada, Ar, Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola
	2.7 Preparation of Plans (Plotting)	N/A	1-2 days	(Junior Architects) Ar, Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola and (CAD Operators) Mr. Benjie Castillejos, Mr. Rosendo Acosta Jr. Mr. Richard Roldan, Emmanuel Caparas, Ramuel Nada
	2.8 Preparation of initial cost estimates and work program, technical specifications	N/A	3-5 days	(Senior and Junior Architects) Ar. Merlo Calabit, Ar. Elmer Estrada, Ar, Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola

	2.9 Signs plans and other pertinent documents	N/A	1 day	(Chief Architect) Ar. Lea Olivar, (Senior and Junior Architects) Ar. Merlo Calabit, Ar. Elmer Estrada, Ar. Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola
	2.10 Transmittal of all Plans, Program of Works and Specifications to the PPCD	N/A	1 day	Administrative Staff (Secretary) Ms. Realyn E. Villacorta –)
	TOTAL		70 days	

B. Repair, Renovation and Rehabilitation of Existing Structure and other infrastructure projects consistent with the City Mayor's programs

OFFICE:	Architectural Office			
CLASSIFICATION:	Highly Technical			
TYPE OF TRANSACTION :	Government to Government / Inter-Department			
WHO MAY AVAIL:	The Honorable Mayor, Barangay Captains, Councilors, Homeowners Association and other government agencies, other Pasig City Government Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter from the End –User		Endorsement from the Planning, Programming and Construction Division, Administrative Division and City Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit request letter to Architectural Office or send email to architecturaloffice15@gmail.com	1.1 Receives letter request / list from the Planning, Programming and Construction Division (PPCD)	N/A	30 minutes	Administrative Staff - Secretary) Ms. Realyn E. Villacorta
	1.2 Chief Architect reviews request letter and assigns the request to Architect/s	N/A	1 day	(Senior and Junior Architects) Ar. Merlo Calabit, Ar. Elmer Estrada, Ar. Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar.

				Gamaliel Vidal, Ar. Alvin Arriola
	1.3 Architect/s Assigned distributes project assignments	N/A	1 hour	(Project Estimators) Mr. Ariel Altamero, Mr. Charlie Espino and Ms. Rosemarie Godoy, (Cad Operator)Mr. Benjie Castillejos, Mr. Rosendo Acosta Jr. Mr. Mr. Richard Roldan, Mr. Emmanuel Caparas, Mr. Ramuel Nada, Ms. Annie Cruz, Mr. Noel Sarile (Draftsman)
2. Client will provide information regarding the project: - Space requirements - Areas of Concern - Others	2.1 Coordinate with the client for ocular site inspection on the actual / survey study	N/A	3 - 5 days	(Senior and Junior Architects) Ar. Merlo Calabit, Ar. Elmer Estrada, Ar, Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola
	2.2 Provides As-Built Plans for reference	N/A	3 - 5 days	(Senior and Junior Architects Ar. Merlo Calabit, Ar. Elmer Estrada, Ar, Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola
	2.3 Provision of schematic design in coordination with the clienteles, requesting parties and/or end users for approval	N/A	5 days	(Senior and Junior Architects) Ar. Merlo Calabit, Ar. Elmer Estrada, Ar, Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola
	2.4 Design development and preparation of architectural plans, designs and specifications	N/A	15-20 days	(Senior and Junior Architects) Ar. Merlo Calabit, Ar. Elmer Estrada, Ar, Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar.

				Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola
	2.5 Presentation of Project Plans for Approval	N/A	1-2 days	(Chief Architect) Ar. Lea Olivar, (Senior and Junior Architects) Ar. Merlo Calabit, Ar. Elmer Estrada, Ar, Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola
	2.6 Preparation of Plans (Plotting)	N/A	1-2 days	(Junior Architects) Ar, Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola and (CAD Operators) Mr. Benjie Castillejos, Mr. Rosendo Acosta Jr. Mr. Richard Roldan, Emmanuel Caparas, Ramuel Nada
	2.7 Preparation of initial cost estimates and work program, technical specifications	N/A	3-5 days	(Senior and Junior Architects) Ar. Merlo Calabit, Ar. Elmer Estrada, Ar, Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola and (Project Estimators)Mr. Ariel Altamero, Mr. Charlie Espino and Ms. Rosemarie Godoy
	2.8 Signs plans and other pertinent documents	N/A	1 day	(Chief Architect) Ar. Lea Olivar, (Senior and Junior Architects) Ar. Merlo Calabit, Ar. Elmer Estrada, Ar, Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola

	2.9 Transmittal of all Plans, Program of Works and Specifications to the PPCD	N/A	1 day	Administrative Staff (Secretary) Ms. Realyn E. Villacorta
	TOTAL		47 days	

C. Furniture Layout and Purchase Request - Final phase in the preparation of Architectural Plans is the preparation of Furniture Layout needed per required space. This is essential in the completion of projects since subject PR will be vital in the procurement of said furniture supplies for the total look.

OFFICE:	Architectural Office			
CLASSIFICATION:	Highly Technical			
TYPE OF TRANSACTION :	Government to Government / Inter-Department			
WHO MAY AVAIL:	The Pasig City Government			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter from Department/End –User			Prepared request letter from Departments/End - User	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Transmit letter request from Planning, Programming and Construction Division	1.1 Receives letter request / list	N/A	30 minutes	Administrative Staff (Secretary) Ms. Realyn E. Villacorta
	1.2 Chief Architect reviews request letter and assigns the request to Architect/s	N/A	1 hour	(Chief Architect)Ar. Lea V. Olivar and Administrative Staff (Secretary) Ms. Realyn E. Villacorta
	1.3 Coordinates with concerned Department/End-user as to requirements	N/A	2-3 days	(Senior and Junior Architects) Ar. Merlo Calabit, Ar. Elmer Estrada, Ar, Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola
2. Client will provide information regarding the project: - Space requirements - No of Personnel, Etc.	2.1 Conducts ocular inspection and survey study	N/A	2 - 3 days	(Senior and Junior Architects) Ar. Merlo Calabit, Ar. Elmer Estrada, Ar, Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola

	2.2 Prepares layout for presentation and approval of end-user	N/A	5 - 15 days	(Junior Architects) Ar, Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola and (CAD Operators) Mr. Benjie Castillejos, Mr. Rosendo Acosta Jr. Mr. Richard Roldan, Emmanuel Caparas, Ramuel Nada
	2.3 Canvassing of furniture	N/A	2 - 3 days	(Chief Architect) Ar. Lea Olivar, (Senior and Junior Architects) Ar. Merlo Calabit, Ar. Elmer Estrada, Ar. Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola and (Project Estimators)Mr. Ariel Altamero, Mr. Charlie Espino and Ms. Rosemarie Godoy
	2.4 Preparation of purchase request and inventory of furniture	N/A	5 - 7 days	Administrative Staff (Secretary) Ms. Realyn E. Villacorta
	2.5 Transmits layouts and purchase request to the PPCD for approval of the City Mayor and subject to the availability of funds	N/A	1 day	Administrative Staff (Secretary) Ms. Realyn E. Villacorta
	TOTAL		37 days	

D. External Services - These are tasks other than those enumerated but requires technical opinion and guidance for other projects undertaken by other government agencies within Pasig City Jurisdiction (DPWH, MRT, etc.) and Private Entities/Individuals.

OFFICE:	Architectural Office
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION :	Government to Government / Inter-Department /Government to Citizens
WHO MAY AVAIL:	Pasig City Government
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Request Letter from Government Agencies/ Private Entities		Prepared request letter from Government Agencies/Private Entities		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit request letter to Architectural Office or send email to architecturaloffice15@gmail.com	1.1 Accept, File and Record Letter	N/A	30 minutes	Administrative Staff (Secretary) Ms. Realyn E. Villacorta
	1.2 Chief Architect reviews request letter and assigns the request to Architect/s	N/A	1 day	(Chief Architect) Ar. Lea V. Olivar and Administrative Staff (Secretary) Ms. Realyn E. Villacorta
	1.3 Chief Architects will respond to request and assign Architect/Engineer to handle the request	N/A	1 hour	(Senior and Junior Architects) Ar. Merlo Calabit, Ar. Elmer Estrada, Ar, Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola
	2.1 Coordinate with the requesting entity for ocular site inspection	N/A	Time will vary based on schedule provided on the request	(Senior and Junior Architects) Ar. Merlo Calabit, Ar. Elmer Estrada, Ar, Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola
	2.2 Design Plans and Program of Works for completion of request	N/A	Time will vary depending on the Scope of Works in the request	(Senior and Junior Architects) Ar. Merlo Calabit, Ar. Elmer Estrada, Ar, Carlo Martinez, Ar. Jansen Clyde Peronilla, Ar. Alfredo Saman Jr. Ar. Renzel Ken Silva, Ar. Gamaliel Vidal, Ar. Alvin Arriola
	2.3 Endorsement of project to PPCD for approval and prioritization	N/A	1 day	Administrative Staff (Secretary) Ms. Realyn E. Villacorta
	TOTAL			

FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Any individual or company may contact the Architectural Office at 643-1111 local 1651 or email at architecturaloffice15@gmail.com or visit at 6 th Floor Architectural Office at Engineering Department
How feedback is processed?	It will be processed according to the rules and regulations and will be taken into account for improvement of our service.
How to file a complaint?	Any individual or company may contact the Architectural Office at 643-0000 local 1651 or email at architecturaloffice15@gmail.com or visit at 6 th Floor Architectural Office at Engineering Department
How complaints are processed?	It will be processed according to the rules and regulations and will verify nature of complaint, assign the person/s to address or process the complaint for urgent solution.
Contact information	8643-1111 local 1651 or email us at architecturaloffice15@gmail.com