

**CITIZEN'S CHARTER**  
**ENGINEERING DEPARTMENT**  
**Administrative Division**

**A. RECEIVING/RELEASING OF VARIOUS REQUEST, COMPLAINTS, etc**

Receiving and releasing of Request, Complaints, etc from General Public

|                             |  |
|-----------------------------|--|
| <b>Office or Division:</b>  | ADMINISTRATIVE DIVISION  |
| <b>Classification:</b>      | Simple   |
| <b>Type of Transaction:</b> | G2C – Government to Citizens<br>G2G – Government to Government |
| <b>Who may avail:</b>       | General Public<br>Non-Government Agency                        |

| CHECKLIST OF REQUIREMENTS                | WHERE TO SECURE  |
|--|--|
| 1. Letter of Request from General Public | 1. General Public will provide their Letter of Request addressed to the Office of the City Mayor thru Engineering Department |

| #      | CLIENT STEPS   | OFFICE ACTIONS  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|--------|--|---|-----------------|-----------------|--|
| 1      | Submit Letter of Request to the Office of the City Mayor | Letter of Request will be endorsed to the Administrative Division   | None            | 10 Minutes      | Rowena C. Santos<br>Justine Karen M. Espinoza<br>Jonito V. Oñate |
| 2      |  | Letter of Request will be endorsed to the concerned division (GMD, PPCD) for further dissemination per office and to City Engineer's Office | None            | 5 Minutes       | Mark Anthony M. Fernandez  |
| TOTAL: |  |   |                 | 15 Minutes      |  |

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**B. ISSUANCE OF CERTIFICATION FOR CONFORMANCE RELATIVE TO COLLECTION**

|                             |                              |
|-----------------------------|------------------------------|
| <b>Office or Division:</b>  | ADMINISTRATIVE DIVISION      |
| <b>Classification:</b>      | Highly Technical             |
| <b>Type of Transaction:</b> | G2B – Government to Business |
| <b>Who may avail:</b>       | Contractors                  |

| CHECKLIST OF REQUIREMENTS                | WHERE TO SECURE            |
|--|----------------------------|
| 1. Quality Control Certificate           | Quality Control Section    |
| 2. Letter of Intent                      | Provided by the Contractor |
| 3. Quality Materials Testing Certificate | Materials Testing Center   |
| 4. Collection Accomplishment             | Contractor                 |
| 5. Program of Works                      | Project-in-Charge          |
| 6. Contract Time                         | BAC                        |
| 7. Pictures                              | Provided by the Contractor |

| #      | CLIENT STEPS  | OFFICE ACTIONS  | FEES TO BE PAID | PROCESSING TIME    | PERSON RESPONSIBLE  |
|--------|---|---|-----------------|--------------------|---|
| 1      | Submit Letter of Intent and other Requirements to the Administrative Division | Receive Letter of Intent  | None            | 5 Minutes          | Rowena C. Santos<br>Justine Karen M. Espinoza<br>Jonito V. Oñate    |
| 2      |   | Checking of Requirements Submitted  | None            | 5 minutes          | Edmund C. Barrera   |
| 3      |   | Inspection on site of Quality Control Section and Issuance of Quality Control Certificate | None            | 1 Day              | Engr. Julito S. Usman<br>Engr. Romel L. Macaroyo<br>Marlyn C. Reyes |
| 4      |   | Issuance of Certification for Conformance   | None            | 5 Minutes          | Engr. Renato P. Misagal   |
| 5      |   | Approval for Endorsement to the Accounting Department                                     | None            | 5 Minutes          | Arch. Isagani P. Rivera   |
| 6      |   | Releasing of Endorsement to the Accounting Department                                     | None            | 5 Minutes          | Mark Anthony M. Fernandez   |
| TOTAL: |   |   | None            | 1 Day & 25 Minutes |   |

**CITIZEN'S CHARTER  
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Administrative Division**

**C. ARCHIVING OF PLANS (ORIGINAL CONSTRUCTION AND AS-BUILT PLANS) AND DOCUMENTS FOR COMPLETED PROJECTS RELATIVE TO COLLECTION**

|                             |                              |
|-----------------------------|------------------------------|
| <b>Office or Division:</b>  | ADMINISTRATIVE DIVISION      |
| <b>Classification:</b>      | Highly Technical             |
| <b>Type of Transaction:</b> | G2G – Government to Business |
| <b>Who may avail:</b>       | Contractors                  |

| CHECKLIST OF REQUIREMENTS                      | WHERE TO SECURE                                    |
|--|--|
| 1. Construction Plan, As-Built Plan, Blueprint | Provided by the Contractor                         |
| 2. Transmittal Form                            | Administrative Division                            |
| 3. Certificate of No Back Job                  | Administrative Division                            |
| 4. Contract Time                               | BAC  |
| 5. Collection Accomplishment                   | Provided by Contractor                             |
| 6. Program of Works                            | Project-in-Charge                                  |
| 7. Voucher (Final Collection)                  | Accounting Department and City Treasury Department |
| 8. Pictures including Tarpaulin Display        | Provided by the Contractor                         |
| 9. Others as needed                            |  |

| #      | CLIENT STEPS  | OFFICE ACTIONS   | FEES TO BE PAID    | PROCESSING TIME         | PERSON RESPONSIBLE   |
|--------|---|--|--------------------|-------------------------|--|
| 1      | Submit Duly Accomplished Transmittal Form and other Requirements to the Administrative Division | Transmittal Form and other Requirements will be received by the Office Clerk                 | None               | 5 Minutes               | Rowena C. Santos<br>Justine Karen M. Espinoza<br>Jonito V. Oñate   |
| 2      |   | Checking and Evaluation of Requirements submitted  | None               | 5 Minutes               | Edmund C. Barrera  |
| 3      |   | Issuance of Endorsement to the Records Management and Archives Office                        | None               | 5 Minutes               | Edmund C. Barrera  |
| 4      |   | Approval for Endorsement to Atty. John Vincent I. Cernal OIC - RMAO                          | None               | 10 minutes              | Arch. Isagani P. Rivera<br><i>Chief- Administrative Division</i><br>Engr. Artaxerxes V. Geronimo<br><i>OIC – City Engineer</i> |
| 5      |   | Releasing of Endorsement to the Records Management and Archives Office                       | None               | 5 Minutes               | Mark Anthony M. Fernandez  |
| 6      | Magtungo sa Opisina ng Records Management and Archives  | Issuance of Certificate that the Original Plans and documents has been submitted to the RMAO | Refer to RMAO Fees | Refer to RMAO           | Atty. John Vincent I. Cernal<br><i>OIC - RMAO</i>  |
| TOTAL: |   |  | None               | 30 Minutes (AD Related) |  |

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Administrative Division**

**D. PREPARATION FOR BUDGETING OF INFRASTRUCTURE PROJECTS, MAINTENANCE WORKS, OFFICE SUPPLIES AND PERSONNEL SERVICES**

|                             |   |
|-----------------------------|---|
| <b>Office or Division:</b>  | ADMINISTRATIVE DIVISION                       |
| <b>Classification:</b>      | Highly Technical                              |
| <b>Type of Transaction:</b> | G2G – Government to Government                |
| <b>Who may avail:</b>       | Various Offices in the Engineering Department |

| CHECKLIST OF REQUIREMENTS         | WHERE TO SECURE                                   |
|-----------------------------------|---|
| 1. List of Proposed Projects      | From Various Request of Residents of Pasig City   |
| 2. List of Office Supplies Needed | From Various Office in the Engineering Department |

| #      | CLIENT STEPS   | OFFICE ACTIONS   | FEES TO BE PAID | PROCESSING TIME             | PERSON RESPONSIBLE   |
|--------|--|--|-----------------|-----------------------------|--|
| 1      | Offices in Engineering Department will request for Programming of various infrastructure projects for Budget | Compilation of all infrastructure projects and Personnel / Offices needs for Budgeting | None            | 1 Month                     | Engr. Johnny L. Calata<br>Engr. Irish Ysabel D. Trabucon<br>Ildefonso R. Valmonte Jr   |
| 2      |  | Preparation and Consolidation for Annual Investment Program                            | None            | 1 Month                     | Engr. Johnny L. Calata<br>Engr. Irish Ysabel D. Trabucon<br>Ildefonso R. Valmonte Jr   |
| 3      |  | Coordination and Meeting with CPDO   | None            | 1 Week                      | Engr. Artaxerxes V. Geronimo<br>Arch. Isagani P. Rivera<br>Engr. Lawrence B. Prudencio<br>Engr. Johnny L. Calata<br>CPDO                           |
| 4      |  | Preparation for Budget Hearing   | None            | 1 Day                       | Budget Office<br>City Council<br>CPDO<br>Chief of Offices  |
| 5      |  | Finalization of AIP  | None            | 1 Week                      | Engr. Artaxerxes V. Geronimo<br>Arch. Isagani P. Rivera<br>Engr. Lawrence B. Prudencio<br>Engr. Johnny L. Calata<br>Engr. Irish Ysabel D. Trabucon |
| 6      |  | Preparation of PPMP, Purchase Request and Others                                       | None            | Varies                      | Engr. Johnny L. Calata<br>Engr. Irish Ysabel D. Trabucon<br>Ildefonso R. Valmonte Jr.  |
| TOTAL: |  |  |                 | 2 Months, 2 Weeks and 1 Day |  |

## Feedback and Complaints

| FEEDBACK AND COMPLAINTS MECHANISM |   |
|-----------------------------------|---|
| How to send feedback              | Comments and feedback may be sent to the official e-mail address of the Administrative Division or directly at Administrative Division Office, 6 <sup>th</sup> floor Engineering Office                               |
| How feedback is processed         | Feedbacks are processed and segregated according to their concerned division or office and forwarded to their office  |
| How to file a complaint           | Complaints can be filed and received at Administrative Division Office or thru Administrative Division e-mail address   |
| How complaints are processed      | Complaints are received and forwarded to their respective Division to be forwarded to their respective Offices with urgency   |
| Contact Information               | You may reach us at our e-mail address: <a href="mailto:eadivision2021@gmail.com">eadivision2021@gmail.com</a><br>Or directly at our office: Administrative Division Office, 6 <sup>th</sup> floor Engineering Office |