

**CITIZEN CHARTER**  
**EXCAVATION PERMIT OFFICE**

**EXCAVATION PERMIT**

A service unit of the Engineering Department under the Administrative Division, It's a small unit of the division which is task to implement City Ordinance No.57 series of 2020 (Amended Ordinance No.51 otherwise known as 2017 Revised Revenue Code).

<b>Office or Division:</b>	Administrative Division – Excavation Permit Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	1. Individual Applicant 2. Private Companies 3. Utility Companies 4. Government Agencies

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p><b>MWCI Water &amp; Sewer Service Connection, Aerial and Underground Installation ,National and Local Government Projects, Ramp/Driveway, Drainage Tapping and other Excavation Works</b></p> <ul style="list-style-type: none"> <li>• Letter of Intent (LOI)</li> <li>• MWCI Sketch of Location (For House Water and Sewer Service Connection)</li> <li>• Plan ( Projects of National and Local Government , Private Company, Private Individual for Ramp /Driveway, Drainage Tapping and Other Application)</li> <li>• Photos (Proposed Aerial and Underground Facilities)</li> <li>• Program of Works</li> <li>• Bar Chart / Schedule of Work</li> <li>• Barangay Clearance (All kinds of Application)</li> </ul>	Excavation Permit Office

<ul style="list-style-type: none"> <li>• Homeowners Association Clearance (If Needed)</li> <li>• OCAI Clearance ( Ortigas Center Area Only)</li> <li>• DPWH / MMDA Clearance (For National Roads)</li> <li>• TPMO (For signing of MWCI Sketch of Location for House Water and Sewer Service Connection Application)</li> <li>• Drainage Maintenance Certification (For Pole Installation, Ramp/Driveway and Drainage Tapping)</li> <li>• Task Force Anti-Dangling Wires and Cable Certification (For Aerial Installation of Wires and Cables)</li> </ul>	
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No.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submission of copy of requirements	Checking of Requirements		10 minutes	<b>Receiving/ Releasing Clerk</b> Eduardo F. Bulatao Jr. Gil Jose G. Santos
2.		Verification of Application if District 1 or District 2, Schedule for site inspection		240 minutes	<b>Arch. Isagani P. Rivera</b> Chief  <b>Evaluator District 1</b> Rodrigo B. Ongtawco  <b>Evaluator District 2</b> Roy A. Venida  <b>Inspector District 1</b> Mark Relingado Belmar Cariaga  <b>Inspector District 2</b> Leopoldo Valencia Romeo Sulit Nestor Delos Reyes  <b>Driver</b> Romeo S. Asuncion

3.		Evaluation and Issuance of Order Payment	<ol style="list-style-type: none"> <li>1. <b>Php. 375.00</b> – Processing Fee for House Connection <b>Php. 625.00</b> – Processing Fee for all other Excavations</li> <li>2. <b>Php. 20.00</b> – Aerial Installation per meter</li> <li>3. <b>Php. 3,000.00</b> – Pole /Cabinet /Sidewalk Guy/Pile Driving per piece</li> <li>4. <b>Php. 40.00</b> – Road Concrete Blocking and Asphalt Pavement per square meter</li> <li>5. <b>Php. 625.00</b> – First 50 Linear meter length of excavation and below</li> <li>6. <b>Php. 18.75</b> – Per linear meter in excess of 50 linear meter</li> <li>7. <b>30% Maintenance Fee</b> – 30% of the total restoration amount.</li> <li>8. <b>5% Supervision Fee</b> – 5% of the total restoration fees amount</li> <li>9. <b>Restoration Fees:</b> <ol style="list-style-type: none"> <li>a.) Concrete Pavement           <ol style="list-style-type: none"> <li>a.1) 12" Thickness = Php. 1,400/sq.m</li> <li>a.2) 9" Thickness = Php. 1,200/sq.m</li> <li>a.3) 8" Thickness = Php. 1,100/sq.m</li> <li>a.4) 7" Thickness = Php. 1,000/sq.m</li> <li>a.5) 6" Thickness = Php. 900/sq.m</li> <li>a.6) 4" Thickness = Php. 700/sq.m</li> <li>a.7) Concrete Sidewalk = Php. 735/sq.m</li> <li>a.8) Macadam = Php. 500/sq.m</li> </ol> </li> <li>b.) Asphalt Pavement           <ol style="list-style-type: none"> <li>2" Thickness = Php. 650.00/sq.m</li> </ol> </li> <li>c.) Curb &amp; Gutter           <ol style="list-style-type: none"> <li>c.1) Type B – 0.45 m width, 0.30 m Height = Php. 500.00/ sq.m</li> </ol> </li> </ol> </li> </ol>	60 minutes	<p><b>Arch. Isagani P. Rivera</b> Chief</p> <p><b>Rodrigo B. Ongtawco</b> Evaluator District 1</p> <p><b>Roy A. Venida</b> Evaluator District 2</p> <p><b>Eduardo F. Bulatao Jr.</b> Encoder</p>

			c.2) Type A - 0.60 m width, 0.30 m Height = Php. 500.00/sq.m		
4.	Request for a copy of Order of Payment	Approval Order of Payment		30 minutes	<p><b>City Engineer Office</b>  <b>Engr. Artaxerxes V. Geronimo</b>  OIC, Office of the City Engineer</p> <p><b>Excavation Permit Office</b>  <b>Arch. Isagani P. Rivera</b>  Chief</p> <p><b>Rodrigo B. Ongtawco</b>  Evaluator District 1</p> <p><b>Roy A. Venida</b>  Evaluator District 2</p>
5.	Give the copy of Approved Order Payment to Window 19 Cashier at 2 <sup>nd</sup> floor Treasurer Office for Payment and Give copy of Official Receipt to Excavation Permit Office	Issuance of Excavation Permit and Approval		30 minutes	<p><b>City Engineer Office</b>  <b>Engr. Artaxerxes V. Geronimo</b>  OIC, Office of the City Engineer</p> <p><b>Excavation Permit Office</b>  <b>Arch. Isagani P. Rivera</b>  Chief</p> <p>Rodrigo B. Ongtawco  <b>Evaluator District 1</b></p> <p>Roy A. Venida  <b>Evaluator District 2</b></p> <p>Eduardo F. Bulatao Jr  <b>Encoder</b></p>

6.	Wait for the release of Excavation Permit	Releasing of Excavation Permit to the Applicant		5 minutes	<b>Receiving/ Releasing Clerk</b> Eduardo F. Bulatao Jr. Gil Jose G. Santos
<b>TOTAL :</b>				<b>6 Hours and 25 Minutes</b>	

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Please visit and send your feedback to; Engineering Department / Administrative Division - eadivision2021@gmail.com
How feedback is processed	Feedback is forwarded to the chief of office
How to file a complaint	You can visit Pasig City Hall email or call; <b>Ugnayan sa Pasig</b> at 2 <sup>nd</sup> Floor Pasig City Hall Ugnayan sa Pasig - <a href="mailto:ugnayan@pasigcity.gov.ph">ugnayan@pasigcity.gov.ph</a> FB page Ugnayan sa Pasig - <a href="https://www.facebook.com/OfficialUgnayanSaPasig">www.facebook.com/OfficialUgnayanSaPasig</a> Telephone: 8643-1111 Local: 1211/550. 1212, 1213
How complaints are processed	The Ugnayan sa Pasig forward the complaint to the Chief of Office and address the complaint within Ten (10) days upon receipt.
Contact Information	<b>Ugnayan sa Pasig</b> Ugnayan sa Pasig - <a href="mailto:ugnayan@pasigcity.gov.ph">ugnayan@pasigcity.gov.ph</a> FB page Ugnayan sa Pasig - <a href="https://www.facebook.com/OfficialUgnayanSaPasig">www.facebook.com/OfficialUgnayanSaPasig</a> Telephone: 8643-1111 Local: 1211/550. 1212, 1213