

CITIZEN CHARTER

HORIZONTAL PROJECTS SECTION

1. PRELIMINARY DETAILED ENGINEERING

- Conducting preliminary engineering includes site inspection and investigation , preparation of proposed design plan based on data and actual conditions on site , preparation of program of works , coordination to concerned government agencies & coordination to end user and private agencies concern ,

Office or Division	HORIZONTAL PROJECT SECTION
Classification	HIGHLY TECHNICAL
Type of Transaction	G2C- Government to Citizen G2G- Government to Government
Who may avail :	Constituents of Pasig City

REQUIREMENTS	WHERE / WHO TO SECURE
<ol style="list-style-type: none"> 1. Request Letters 2. Thru Oplan Kaayusan Request 3. Thru Phone Request 4. Ugnayan sa Pasig , etc 	To be provided by the Citizen/ Requestee Thru Oplan Kaayusan Report Provided by the C3 Reports Provided by the Ugnayan Office Reports & other concern

No.	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Upon receiving of Requirements such as Request Letters/ Oplan Kaayusan Report / Phone Request / Ugnayan sa Pasig Report /others	Received , Recording & Filling Evaluation and Checking to be endorsed to personnel in charge Evaluation and Inspection of site requested /reported	none	5-10 minutes 5- 10 minutes 1 day for 3 location	Secretary Rosvida V. Lacson Chief Engr. Leonard B. Saguinsin Project In - Charge / Project Inspectors Engr. Nick B. Alarcio Engr. Cristina S. Diasanta Engr. Lorene R. Rosales Engr. Jefferson D. Mapili Marilou D. Unciano Teresita P. Gomez Reynaldo L. Macaroyo Ponciano V. Samson III Driver Christopher C. Martin

2.	Coordination with the Site Inspectors for proper orientation of the location and request	Conducting Technical Survey of the Request/Reported area for Data Collection needed including Site Investigation	none	1 day for 3 location	Project In - Charge / Project Inspectors Engr. Nick B. Alarcio Engr. Cristina S. Diasanta Engr. Lorene R. Rosales Engr. Jefferson D. Mapili Marilou D. Unciano Teresita P. Gomez Reynaldo L. Macaroyo Ponciano V. Samson III Driver Christopher C. Martin

2. PROJECT MANAGEMENT AND MONITORING

- The horizontal project section team involved in the bidded and awarded projects immediately convene to discuss its implementation, possible obstruction, safety concerns, construction schedule including pertinent papersworks needed in the project and for billing purposes particularly variation / change orders for project, suspension and resumption, time extension and other

Office or Division	HORIZONTAL PROJECT SECTION
Classification	HIGHLY TECHNICAL
Type of Transaction	G2B- Government to Business
Who may avail :	Contractors

REQUIREMENTS	WHERE / WHO TO SECURE
1. Submit Requirements listed	Lists are available at the Horizontal Project section office. Look for the secretary.

No.	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Before/Prior to any Construction Secure Pre-construction Meeting and Submit requirements	Conduct and schedule pre construction meeting the site inspection for verification and lay out	none none	1 day for 3 projects 1 day	Chief Engr. Leonard B. Saguinsin Project In - Charge / Project Inspectors Engr. Nick B. Alarcio Engr. Cristina S. Diasanta

		Filling and recording of pertinent requirements listed	none	1 day for 5 projects	Engr. Lorene R. Rosales Engr. Jefferson D. Mapili Marilou D. Unciano Teresita P. Gomez Reynaldo L. Macaroyo Ponciano V. Samson III Secretary Rosvida V. Lacson
2.	Billing for Projects(Partial and Final) Secure Final Inspection and Submission of documents	Conduct projet site inspection for evaluation Preparation of Accomplishment Report for billing Filling & Recording	none none none	2 hrs 2 hrs 5-10 minutes	Project In - Charge / Project Inspectors Chief Engr. Leonard B. Saguinsin Driver Christopher C. Martin Secretary Rosvida V. Lacson
3.	Suspension & Resumption / Time Extension Secure Requirements	Preparation of Documents	none	1 day	Project In - Charge
4.	Variation Orders/ Change Order Secure Inspection for verification of the detailed quantity . Submit Requirements	Checking and Review Preparation of Documents including detailed estimate	none none	2 hrs 1-3 days	Chief Engr. Leonard B. Saguinsin Project In - Charge / Project Inspectors Engr. Nick B. Alarcio Engr. Cristina S. Diasanta Engr. Lorene R. Rosales Engr. Jefferson D. Mapili Marilou D. Unciano Teresita P. Gomez Reynaldo L. Macaroyo Ponciano V. Samson III

		Checking and review	none	2 hrs	Engr. Leonard B. Saguinsi
--	--	---------------------	------	-------	---------------------------

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?.....	<ol style="list-style-type: none"> 1. Fill up client feedback form and drop at the designated drop box located at the Public Assistance Complaints Desk at the reception. 2. Forward to UGNAYAN SA PASIG
How feedback is processed?.....	<ol style="list-style-type: none"> 1. Feedback requiring response are forwarded to the concerned division and requires reply within 24hours 2. Call the complainant to inform the immediate action
How to file a complaint?.....	<ol style="list-style-type: none"> 1. Fill up client complaints form and drop at the designated drop box located at the Public Assistance Complaints Desk at the reception. 2. Forward to UGNAYAN SA PASIG
How complaints are processed?.....	<ol style="list-style-type: none"> 1. Complaints are forwarded to the concerned division and requires reply within 24hours 2. Call the complainant to inform the immediate action 3. Submit report to the Division Head after settlement of the complaint..
Contact Information.....	Tel. No. 8613597 Email Address: horizontalsection2021@gmail.com