

**CITIZEN'S CHARTER**  
**ENGINEERING DEPARTMENT**  
**Planning, Programming and Construction Division**

Preparation of design plans, technical specification, quantity and cost estimates, Survey of proposed site, site investigation program of work and construction schedule

Office or Division	Planning, Programming and Construction Division
Classification	Government to Citizen Government to Government
Type of Transaction	Highly Technical
Who may avail:	Residents of Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Basis of Request: a. Letter – Request b. Project Proposal Based on Approved Project/Budget c. "Oplan Kaayusan" Request d. Walk-In	OIC – Engineering Department Office of the City Mayor City Budget Office Budget Office Bids and Awards Committee and

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#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		1. Ocular inspection of propose project for the preparation of program of works and Drafting Plans in coordination with barangay officials, school officials, Home Owner Association and constituents of Pasig City	None	1 day for 1-3 projects 2 days for 4-8 projects 3 days for 9 or more projects	Chief, Planning, Programming and Construction Division Engineering Department
1	Letter- Request from various city officials, barangay, school and constituents of Pasig City	2. Verification, Evaluation, Inspection and Coordination with the Requesting Party of reported site involved	None	7 days	Chief, Planning, Programming and Construction Division Engineering Department

2		3. Submit to the OIC -City Engineer the report/s of the proposed infra-projects	None	1 day	Chief, Planning, Programming and Construction Division Engineering Department
3		4. Preparation of Detailed Engineering (Program of Works and Drafting Plans)	None	10 days	Chief, Planning, Programming and Construction Division Engineering Department
4		5. Discuss and coordinate the project proposal with the requesting party	None	1 day	Section Chiefs and Project In-charge under Planning, Programming and Construction Division
5		6. Submit to the OIC -City Engineer the final Proposed Program of Works and Drafting Plans for his Approval	None	1 day	OIC Engineering Department
		7. Submit to the office of the City Mayor for his honor's approval	None	1 day	Office of the City Mayor
		8. Submit to the City Budget for the issuance of Obligation Request	None	1 day	City Budget Office
		9. Submit to the Bids and Awards Committee for the procurement process	None	1 day	Bids and Awards Committee
TOTAL:			None	26 days	

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> <li>1. Fill-up the client feedback form and drop it at the designated drop box located at 2<sup>nd</sup> floor Ugnayan sa Pasig the Public Assistance Complaints Desk and thru, social media platform UGNAYAN SA PASIG Facebook Page.</li> <li>2. Contact information for follow-up and inquiries: email: <a href="mailto:planningandconstructiondivison@gmail.com">planningandconstructiondivison@gmail.com</a> Cellphone #: 0969 4946359</li> </ol>
How feedback is processed	<ol style="list-style-type: none"> <li>1. Public Assistance Officer of the day opens the drop box and compiles and records all feedbacks submitted.</li> <li>2. Feedback requiring answers are forwarded to the Chief Administrative Officer to answer within five (5) days upon receipt of the feedback.</li> <li>3. Send response to the client.</li> <li>4. Contact information for follow-up and inquiries: email: <a href="mailto:planningandconstructiondivison@gmail.com">planningandconstructiondivison@gmail.com</a> Cellphone #: 0969 4946359</li> </ol>
How to file a complaint	<ol style="list-style-type: none"> <li>1. Fill-up the client Complaint Form and drop it at the designated drop box located at the at 2<sup>nd</sup> floor Ugnayan sa Pasig Public Assistance Complaints Desk and thru, social media platform UGNAYAN SA PASIG Facebook Page.</li> <li>1. Complaint can also be made via telephone provided with the following information: - Name of employee being complained - Incident - Evidence</li> <li>2. Contact information for follow-up and inquiries: email: <a href="mailto:planningandconstructiondivison@gmail.com">planningandconstructiondivison@gmail.com</a> Cellphone #: 0969 4946359</li> </ol>

How complaints are processed	<ol style="list-style-type: none"><li>1. The Chief Administrative Officer daily opens the complaints drop box and evaluate each complaint.</li><li>2. The Chief Administrative Officer will then start the investigation and forward the report to the person concerned for his/her explanation.</li><li>3. The Chief Administrative Officer makes report and shall submit to the OIC - City Engineer for Administration for appropriate action.</li><li>4. For approval of the OIC - City Engineer.</li><li>5. The Chief Administrative Officer will send feedback to the client.</li><li>6. Contact information for follow-up and inquiries: email: <a href="mailto:planningandconstructiondivison@gmail.com">planningandconstructiondivison@gmail.com</a> Cellphone #: 0969 4946359</li></ol>
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