

**CITIZEN CHARTER
ENGINEERING DEPARTMENT
SURVEY SECTION**

A. LOT SURVEY

Verification Survey, Relocation Survey,
Topographic Survey, Lay-out of Proposed
Building/Boundaries, Ocular Inspection)

Office or Division:	SURVEY SECTION
Classification:	Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	City Government Offices, Engineer's, Barangay's and Contractors.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Lot Title	Registry of Deed
2. Subdivision Plan/Approved Plan	DENR, Bureau of Lands and Land Registration Authority (LRA)
3. Tax Declaration	Assessor's Office
4. Letter Request	Requesting Party
5. Proposed Project's Plan (Building)	Project In-Charge

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit letter request address to the Office of the City Mayor/ City Engineer's Office.	Received the letter and update the requesting party regarding with the status of request.	N/A	1 minute	Secretary/ Office Staff
		Endorse the letter to the City Engineer's Office.	N/A	30 minutes	Secretary/ Office Staff
		Received the letter coming from the Mayor's Office/City Engineer's Office to evaluate it and assigned the section Chief of Survey Section regarding with the content of request.	N/A	15 minutes	Ira Mariella T. Palon (Secretary)
		Received the letter and inform the section Chief regarding with the content of request letter and appropriate action.	N/A	15 minutes	Engr. Kenrick B. Talania (Chief, Survey Section)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.	Confirm the Schedule of actual survey.	Schedule the survey on the concern Lot.	N/A	15 minutes	Ira Mariella T. Palon (Secretary)
3.	Accompany the surveyors to the location of the site for actual survey.	Conduct surveys (Actual, Verification, Relocation, Topographic Survey etc.) of concern lot.	N/A	1 day	Engr. Kenrick B. Talania (Chief, Survey Section)
		Report the result of inspection to the City Engineer's Office and other requesting party.	N/A	30 minutes to 1 hour	Engr. Kenrick B. Talania (Chief, Survey Section)

B. LEVELING SURVEY

(Profile of Road, Actual Survey, Checking of Invert and Reference Elevation, Inspection of Pouring Request)

Office or Division:	SURVEY SECTION
Classification:	Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	City Government Offices, Engineer's, Barangay's and Contractors.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Proposed Lined Canal Plan	Project In-Charge

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit letter request address to the Survey Section, Engineering Department.	Received the letter and update the requesting party regarding with the status of request.	N/A	5 minutes	Ira Mariella T. Palon (Secretary)
		Forward to the assigned team.	N/A	5 minutes	Ira Mariella T. Palon (Secretary)

#	CLIENT STEPS	OFFICE ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.	Accompany the assigned team to the location of the site.	Conduct Site inspection.	N/A	5 hours	Engr. Kenrick B. Talaria (Chief, Survey Section)
		Plottings of reference data.	N/A	3 hours	Engr. Kenrick B. Talaria (Chief, Survey Section)
3.	Accept the result of survey.	Inform the requesting party with the result of survey and discuss it if necessary.	N/A	5 minutes	Engr. Kenrick B. Talaria (Chief, Survey Section)
4.	Secure an as built plan of the project reflecting the actual results gathered on the ground.	Issuance of Certification	N/A	5 minutes	Ira Mariella T. Palon (Secretary)

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	You may send your Feedback through our email engineering.surveysection@gmail.com
How feedback is processed	Reviewed by the Chief of Survey Section, Engr. Kenrick B. Talania
How to file a complaint	You may send your complaint through our email engineering.surveysection@gmail.com with attached picture.
How complaints are processed	Reviewed by the Chief of Survey Section Engr. Kenrick B. Talania
Contact Information	You may contact us through our email and mobile phone number. engineering.surveysection@gmail.com +63-955-998-3812