

# **CITIZENS' CHARTER**

## **ENGINEERING DEPARTMENT**

### **SPECIAL PROJECT SECTION**

#### **I. OUR VISION**

The Engineering Department will aspire to be trustworthy, valuable and professional public service to the Citizen of Pasig.

#### **II. OUR MISSION**

To provide quality services which are responsive to the changing needs of the general public.

#### **CORE FUNCTION:**

- One of the arms of Planning, Programming & Construction Division that also initiates and facilitates a project from a study, survey, plan, prepare POW up to implementation and monitoring.

#### **SUPPORT FUNCTION:**

- Acts as a Coordinating Office to National Agency such as the Department of Public Works and Highways (DPWH), Metro Manila Development Agency (MMDA) among others. Request and collate all the on-going, completed and proposed projects of the mentioned National Agencies to avoid overlapping with the City's projects.
- Acts as a Coordinating Office to the Department of Interior and Local Government (DILG) in the submission of documents relative to LGSF, RLIP and other relevant data need.

# CITIZENS' CHARTER

## ENGINEERING DEPARTMENT

### SPECIAL PROJECT SECTION

## PREPARATION OF DETAILED ENGINEERING PLAN

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

<b>Office or Division:</b>	SPECIAL PROJECTS SECTION
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C- Government to Citizens G2G – Government to Government
<b>Who may avail?</b>	Any citizen of Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. A request letter from the barangay, school, or residents of Pasig City, forwarded to the Office of City Mayor which then forwarded to the Engineering Office, Planning, Programming & Construction Division which then assigned to the Special Projects Section.	The client will prepare the request letter and deliver to the City Engineering Office.
2. A report made via call, text, or e-mail.	The client will call, text, or e-mail the concern to the City Engineering Office or through the Pasig LGU hotlines.
3. Filling-up Request Form.	The client will visit the City Engineering Office and fill-up the Request Form.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Client chooses one of the three modes of availing services.	The client's request will be received, stamped, and confirmed before it is transmitted to the appropriate department for scheduling.	None	10 minutes	Front Desk or Receiving Clerk
2		Client will be notified and consulted during the site survey.	None	1-3 days depending on the quantity of the projects	Appropriate Division Head(s)
3		Consultation, inspection, and evaluation of reported area or site.	None	1 day	Appropriate Division Head(s)
4		Preparation and submission of the list of proposed project(s) to the	None	1 day	Appropriate Division Head(s)

# CITIZENS' CHARTER

## ENGINEERING DEPARTMENT

### SPECIAL PROJECT SECTION

		City Engineer.			
5		Preparation of detailed engineering plan and program of work.	None	14 days	Appropriate Division Head(s)
6		Transmission of detailed engineering plan and program of work to the client for their information and approval.	None	1 day	Appropriate Division Head(s)
7		Endorsement of the detailed engineering plan and program of work for the approval of the City Mayor.	None	1 day	Appropriate Division Head(s)
8		Endorsement of the approved detailed engineering plan and program of work to the City Budget Office and the Bids and Awards Committee for their appropriate action.	None	1 day	Appropriate Division Head(s)
<b>TOTAL:</b>			<b>None1</b>	<b>19-22 days</b>	

## PROJECT MANAGEMENT AND MONITORING

Management and monitoring of awarded projects by the engineering team in coordination with the contractor to discuss implementation and construction schedule, possible obstructions, safety, and health measures at the site to avoid project delays.

<b>Office or Division:</b>	Planning and Programming Division, Special Projects Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B - Government to Business
<b>Who may avail?</b>	Contractors

### 1. BILLING FOR PROJECTS (partial and Final)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Submit letter of billing and requirements to be submitted by the Contractor.	The contractor will prepare their letter of billing and attach the requirements.

# CITIZENS' CHARTER

## ENGINEERING DEPARTMENT

### SPECIAL PROJECT SECTION

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit letter of billing and requirements	Letter will be received, stamped, and the amount will be verified, and the requirements checked for completeness.	None	10 minutes	Front Desk or Receiving Clerk
2		Preparation of accomplishment report.	None	2 days	Project Engineer
3		Approval of the billing statement.	None	1 day	City Engineer
<b>TOTAL:</b>			<b>None</b>	<b>4 days</b>	

## 2. TIME EXTENSION FORE PROJECTS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Submit request letter addressed to the City Engineer.	The contractor will prepare their request letter and attach the supporting documents
PERT/CPM Bar Chart	To be provided by the contractor.
PAG-ASA Report for Weather Reason	PAG-ASA
Other documents.	To be provided by the contractor.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit letter of billing and requirements	Letter will be received, stamped, and transmitted to the Project Engineer.	None	10 minutes	Front Desk or Receiving Clerk
2		Determine if request is reasonable. If yes, forward to the City Mayor for approval.	None	1 day	Project Engineer
3		If approved by the City Mayor, prepare Approval Letter for the requesting contractor.	None	1 day	Project Engineer
4	Requesting Contractor receives Approval Letter.	Requesting contractor will be informed that the Approval Letter is ready for pick-up.	None	1 day	Project Engineer
<b>TOTAL:</b>			<b>None</b>	<b>3 days</b>	

# CITIZENS' CHARTER

## ENGINEERING DEPARTMENT

### SPECIAL PROJECT SECTION

#### 3. PROJECT SUSPENSION/RESUMPTION

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Submit request letter addressed to the City Engineer.	The contractor will prepare their request letter and attach the supporting documents.  To be provided by the contractor.
PERT/CPM Bar Chart	
Photographs	
Other documents.	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit letter of billing and requirements	Letter will be received, stamped, and transmitted to the Project Engineer.	None	10 minutes	Front Desk or Receiving Clerk
2		Determine if request is reasonable. If yes, approve.	None	1 day	Project Engineer
3	Requesting Contractor receives Approval Letter.	Requesting contractor will be informed that the Approval Letter is ready for pick-up.	None	1 day	Project Engineer
<b>TOTAL:</b>			<b>None</b>	<b>2 days</b>	

#### 4. VARIATION ORDER FOR PROJECTS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Submit request letter addressed to the City Engineer.	The contractor will prepare their request letter and attach the supporting documents.  To be provided by the contractor.
Original Plan	
Bid Documents	
Photographs	
Project Contract	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit letter of billing and requirements	Letter will be received, stamped, and transmitted to the Project Engineer.	None	10 minutes	Front Desk or Receiving Clerk
2		Validation of request for Change Order.	None	5 days	Project Engineer
3		Preparation of cost estimate and quantity	None	7 days	Project Engineer

# CITIZENS' CHARTER

## ENGINEERING DEPARTMENT

### SPECIAL PROJECT SECTION

		take-off.			
4	Requesting Contractor receives Change Order.	Requesting contractor will be informed that the Change Order is ready for pick-up.	None	1 day	Project Engineer
<b>TOTAL:</b>			<b>None</b>	<b>13 days</b>	

### ADMINISTRATIVE FUNCTIONS

The Office of the City Engineer is easily accessible and promptly responds to queries from the public.

<b>Office or Division:</b>	Planning and Programming Division, Special Projects Division
<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>	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter from the General Public.	The concerned citizens or offices will prepare their letter.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit letter of billing and requirements	Letter will be received, stamped. Receiving copy will be returned to the client.	None	10 minutes	Front Desk or Secretary of the Engineering Office
2		Letter will be recorded and then endorsed to appropriate division or person for their action and response.	None	1-2 days	Appropriate Division or Person
3		Releasing of response for client pick-up or via mail.	None	1 day	Secretary of the Engineering Office
<b>TOTAL:</b>			<b>None</b>	<b>3 days</b>	

# CITIZENS' CHARTER

## ENGINEERING DEPARTMENT

### SPECIAL PROJECT SECTION

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<ol style="list-style-type: none"><li>1. Fill up the Feedback Form and drop in the designated drop box at the Public Assistance and Compliant Desk at the reception area.</li><li>2. Call or message the Ugnayan sa Pasig Office Telephone No.: 8643-1111 local 550 E-mail: <a href="mailto:ugnayan@pasigcity.gov.ph">ugnayan@pasigcity.gov.ph</a></li><li>3. Call or message the City Engineering Office Telephone No.: 8641-3597 E-mail: <a href="mailto:pasig_engineering@yahoo.com">pasig_engineering@yahoo.com</a></li></ol>
How feedback is processed?	<ol style="list-style-type: none"><li>1. Client chooses one of the three modes of providing feedback/reklamo.</li><li>2. Once feedback is received, a receipt message will be sent to the sender.</li><li>3. Feedback is then endorsed to the concerned division or person for their action within 24 hours.</li><li>4. Client is contacted and informed of the action taken or the response.</li><li>5. Feedback is then classified according to concern, verified, reviewed, and if applicable, utilized to improved the service.</li></ol>
How to file a compliant	<ol style="list-style-type: none"><li>1. Fill up the Feedback Form and drop in the designated drop box at the Public Assistance and Compliant Desk at the reception area.</li><li>2. Call or message the Ugnayan sa Pasig Office Telephone No.: 8643-1111 local 550 E-mail: <a href="mailto:ugnayan@pasigcity.gov.ph">ugnayan@pasigcity.gov.ph</a></li><li>3. Call or message the City Engineering Office Telephone No.: 8641-3597 E-mail: <a href="mailto:pasig_engineering@yahoo.com">pasig_engineering@yahoo.com</a></li></ol>
How complaints are processed	<ol style="list-style-type: none"><li>1. Client chooses one of the three modes of providing feedback/reklamo.</li><li>2. Once complaint is received, a receipt message will be sent to the sender.</li><li>3. Complaint is then endorsed to the concerned division or person for their action within 24 hours.</li><li>4. Client is contacted and informed of the action</li></ol>

**CITIZENS' CHARTER**

**ENGINEERING DEPARTMENT**

**SPECIAL PROJECT SECTION**

	taken or the response. 5. Complaint is then classified according to concern, verified, reviewed, and if applicable, utilized to improve the service.
Contact information	<b>City Engineering Office</b> Telephone No.: 8641-3597 E-mail: <a href="mailto:pasig_engineering@yahoo.com">pasig_engineering@yahoo.com</a>