

CITIZEN CHARTER

OFFICE SECTION

NAME OF SERVICE : VERTICAL PROJECTS SECTION

- V-**Verification of public document and ownership of the proposed site
- E-** Evaluate and Checked the proposed site through survey and conduct soil investigation
- R-** Review all data acquired and report to the Planning, Programming, and Construction Division the recommendation of the section based on the data presented
- T-**Thoroughly consolidate the data and forward it to design and planning sections
- I-**Inspect and Investigate the final output of plan and cost estimate
- C-** Coordinate with the end- user regarding the status of their request
- A-**Attached the plan and the proposed cost estimates
- L-**Level up the request status by transmitting and submitting it to the office of Planning, Programming and Construction Division for their recommendation prior to the approval of the City Mayor

Office or Division	City Engineer' Office, Planning, Programming and Construction Division , Vertical Projects Section
Classification	High Technical
Type of Transaction	G2C-Government to Citizens G2G- Government to Government
Who may avail :	Resident of Pasig

REQUIREMENTS	WHERE TO SECURE
Letter Request	To be provided by the Citizen/Requestee
Thru Phone Request	Provided by the C3 Reports
Oplan Kaayusan Request	Thru Oplan Kaayusan Report
Ugnayan sa Pasig	Provided by the Ugnayan Office Report & other concern
School Request	Provided by school Principal

No.	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Upon receiving of requirement such as Request Letter/ Oplan Kaayusan Report/ Phone Request/ Ugnayan sa Pasig Report , School Request	<p>Received, Recording & Filling</p> <p>Evaluation and Checking to be endorsed to personnel in charge</p> <p>Evaluate and Inspection of Site requested /reported</p>	NONE	<p>5-10 minutes</p> <p>5-10 mins</p> <p>1 day for 3 location</p>	<p>Secretary: Marilou G. Jara</p> <p>Section Head: Engr. Israel V. Rañeses</p> <p>Project in Charge: Engr. Ma. Cristeta M. Aliga Engr. Cielo G. Relleve Engr. Juan Rogelio I. Perez Engr. Romeo R. Arceo Ma. Lynor Rose P. Rañeses Engr, Joanna Lyn A. Repato</p> <p>Driver: Vicente Dinglasan Jr.</p>
2.	Coordination with Site Inspection for proper orientation of the location and request	Conducting Technical Survey of the Request / Reported area Data Collection needed including Site Investigation	NONE	1 day for 3 location	<p>Project in Charge: Engr. Ma. Cristeta M. Aliga Engr. Cielo G. Relleve Engr. Juan Rogelio I. Perez Engr. Romeo R. Arceo Ma. Lynor Rose P. Rañeses Engr. Joanna Lyn A. Repato</p> <p>Driver: Vicente Dinglasan Jr.</p>
3.		<p>Preparation of Plan and detailed Estimate including Program of works</p> <p>Coordination to the requesting Party regarding the Plan and Program of Works</p> <p>Checking and Review of Plan and POW</p> <p>For Submission of Plan and Program of Works (POW) for signatories review/ approval including Transmittal and recording and endorsing to the mayors office</p>	<p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p>	<p>1 day for 2 location</p> <p>4- 7 days</p> <p>4- 7 days</p> <p>4-7 days</p>	<p>Draftsman: Augusto J. Labanguis Project in Charge</p> <p>Project in Charge</p> <p>Section Head: Engr, Israel V. Rañeses</p> <p>Project in Charge/ Project Inspector Engr. Ma. Cristeta M. Aliga Engr. Cielo G. Relleve Engr. Juan Rogelio I. Perez Engr. Romeo R. Arceo Ma. Lynor Rose P. Rañeses Engr Joanna Lyn A. Repato</p> <p>Secretary Marilou G. Jara</p>

2. PROJECT MANAGEMENT AND MONITORING

- V-Verification of public document and ownership of the proposed site
 E- Evaluate and Checked the proposed site through survey and conduct soil investigation
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REQUIREMENTS			WHERE/ WHO TO SECURE		
Submit Requirement listed			List are available at the Vertical Projects Section office. Look for the Secretary3		
No.	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Before /Prior to any Construction	Conduct verification of Public document and survey the possible site. Prepared of program of works with coordination to the Barangay Official, School official and Pasig Resident	NONE	1 day for 3 project	Section Head: Engr. Israel V. Rañeses Project in Charge: Engr. Ma. Cristeta M. Aliga Engr. Cielo G. Relleve Engr. Juan Rogelio I. Perez Engr. Romeo R. Arceo Ma. Lynor Rose P. Rañeses Engr. Joanna Lyn A. Repato Driver: Vicente Dinglasan Jr Secretary Marilou G. Jara
		Filling & recording of pertinent requirement listed	NONE	1 DAY FOR 5 PROJECT	
2	Secure Pre-construction Meeting and Submit requirement	Conduct and schedule pre-construction meeting	none	1 day	Section Head: Engr. Israel V. Rañeses Project in Charge: Engr. Ma. Cristeta M. Aliga Engr. Cielo G. Relleve Engr. Juan Rogelio I. Perez Engr. Romeo R. Arceo Ma. Lynor Rose P. Rañeses Engr. Joanna Lyn A. Repato
3	Billing for Project (Partial and Final) Secure Final Inspection and submission of document	Conduct project site inspection for evaluation	None	2 hrs	Project in Charge/Project Inspectorate Engr. Israel V. Rañeses

		Preparation and signing of Accomplishment Report for Progress Billing	None	2 hrs	Driver: Vicente Dinglasan Jr. Project in charge Section Head: Engr. Israel v. Rañeses
		Filling & Recording	none	5-10 minutes	Secretary Marilou G. Jara
3	Suspension & Resumption / Time Extension Secure Requirements	Preparation of Documents	None	1 day	Project in Charge Section Head: Engr. Israel V. Rañeses
		Checking and Review Document	None	2 hrs	
4.	Variation Order/ Change Order Secure Inspection for verification of the detailed quantity Submit Requirement	Preparation of Document including detailed Estimate	NONE	1-3 days	Project in Charge: Engr. Ma. Cristeta M. Aliga Engr. Cielo G. Relleve Engr. Juan Rogelio I. Perez Engr. Romeo R. Arceo Ma. Lynor Rose P. Rañeses Engr. Joanna Lyn A. Repato Section Head: Engr. Israel V. Rañeses
		Checking and Review	NONE	2 hrs	

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. 86413597 Email Address: verticalprojectssection@gmail.com

ENGR. JUAN ROGELIO I. PEREZ
OIC- Vertical Projects Section