

**CITIZEN'S CHARTER
CITY ENGINEER'S OFFICE**

A. RECEIVING AND RELEASING OF REQUEST

Receiving and releasing of various letter of request from General Public / City Mayor's Office

Office or Division:	CITY ENGINEER'S OFFICE
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	General Public Non- Government Agency

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request from the General Public	General Public will provide their Letter of Request addressed to the Office of the City Mayor thru Engineering Department

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Letter of Request to the Office of the City Mayor	Letter of Request will be endorsed to the City Engineer's Office	None	10 Minutes	Marc R. Morales
2		Letter of Request will be noted by the City Engineer and will be endorsed to its respective office of concern	None	10 Minutes	Engr. Artaxerxes V. Geronimo <i>OIC- City Engineer</i> Marc R. Morales
		Endorsement of the request to their Respective Division or Section	None	5 Minutes	Marc R. Morales
TOTAL:			None	25 Minutes	

B. PREPARATION OF DETAILED ENGINEERING PLAN AND PROGRAM

Preparation of Program of Works, Engineering Plan, Technical Specification, Survey of site and Construction Schedule

Office or Division:	CITY ENGINEER'S OFFICE
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	General Public Non- Government Agency Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. List of Approved Projects	From request of General Public, Non-Government Agency, Schools, Hospital, and other Government Offices within the

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	City of Pasig

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Letter of Request to the Office of the City Mayor	Request will be scheduled for Site Viewing and Subject for approval or Review	None	1 Day	Engr. Artaxerxes V. Geronimo Arch. Isagani P. Rivera Engr. Lawrence B. Prudencio
2		Consultation, inspection and evaluation of request whether if included in the AIP and can be processed immediately and/or for proposal	None	1 Day	Project-in-Charge
		A. Request that are part of the Annual Investment Plan (AIP) can be scheduled for the current year	None		
		B. Request that are not included in the AIP will be subject for approval and will be scheduled for proposal	None		
		Preparation and submission of the List of Proposed Project(s) to the City Engineer	None	1 Day	Engr. Artaxerxes V. Geronimo
		Preparation of Detailed Engineering Plan and Program of Works	None	14 Days	Project-in-Charge Engr. Artaxerxes V. Geronimo Arch. Isagani P. Rivera Engr. Lawrence B. Prudencio
	Client will be informed of the Project Plan	Engineering plan and Program of Works will be forwarded to the client for their information and approval	None	1 Day	Project-in-Charge Engr. Artaxerxes V. Geronimo Arch. Isagani P. Rivera Engr. Lawrence B. Prudencio
		Endorsement of Engineering Plan and Program of Works for the approval of the City Mayor	None	1 Day	Hon. Victor Ma Regis N. Sotto <i>City Mayor</i>
		Endorsement of the approved Engineering Plan and Program of Work to the City Budget Office and the PMO for their appropriate action.	None	1 Day	City Budget Office Procurement Management Office Engr. Artaxerxes V. Geronimo Arch. Isagani P. Rivera Engr. Lawrence B. Prudencio
TOTAL:			None	20 Days	

PROJECT MANAGEMENT AND MONITORING

Monitoring of all On-going and Completed Projects

Office or Division:	CITY ENGINEER'S OFFICE / PPCD/ Administrative Division
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may avail:	Contractors

A. BILLING FOR PROJECTS (Partial and Final)

Issuance of Billing for Partial / On-going Projects and Completed Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Billing and Other Requirements Needed	Provided by the Contractor

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Letter of Billing and other Requirements	Letter of Billing will be received and documents will be checked for completeness	None	10 Minutes	Marc R. Morales
		Endorsement to the Administrative Division	None	5 Minutes	Rowena C. Santos Justine Karen M. Espinoza Jonito V. Oñate
		Preparation of Accomplishment Report and Actual Inspection on Site	None	2 Days	Project-in-Charge Administrative Division
		Approval of the Billing Statement	None	10 Minutes	Engr. Artaxerxes V. Geronimo <i>OIC- City Engineer</i>
		Endorsement to the Accounting Department	None	10 Minutes	Mark Anthony M. Fernandez
TOTAL:			None	2 Days & 35 Minutes	

B. TIME EXTENSION FOR PROJECTS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter addressed to the City Engineer	Provided by the Contractor
PERT/CPM Bar Chart	Provided by the Contractor
PAG-ASA Report for Weather Reason	PAG-ASA
Other documents that may be needed	Provided by the Contractor

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Request Letter for Extension and Requirements	Request Letter will be received and documents will be checked for completeness	None	10 Minutes	Marc R. Morales
		Determine if the request is reasonable If yes, endorsed to the City Mayor for approval	None	30 Minutes	Engr. Artaxerxes V. Geronimo <i>OIC-City Engineer</i> Project-in-Charge
		Approval of the City Mayor for the Time Extension	None	1 Day	Hon. Victor Ma. Regis N. Sotto <i>City Mayor</i>
		Issuance of the Approval Letter for the requesting contractor	None	15 Minutes	Engr. Artaxerxes V. Geronimo <i>OIC- City Engineer</i>
	Requesting Contractor receives Approval Letter	Requesting contractor will be informed that the Approval Letter is read for Pick-up	None	1 Day	Marc R. Morales
TOTAL:			None	2 Days & 55 Minutes	

C. PROJECT SUSPENSION/RESUMPTION

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter addressed to the City Engineer	Provided by the Contractor
PERT/CPM Bar Chart	Provided by the Contractor
Photographs	Provided by the Contractor
Other documents that may be needed	Provided by the Contractor

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Request Letter and Requirements	Request Letter will be received and documents will be checked for completeness	None	10 Minutes	Marc R. Morales
		Determine if the request is reasonable If yes, issuance of Approval Letter	None	1 Day	Engr. Artaxerxes V. Geronimo <i>OIC-City Engineer</i> Project-in-Charge

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Requesting Contractor receives Approval Letter	Requesting contractor will be informed that the Approval Letter is read for Pick-up	None	1 Day	Marc R. Morales
TOTAL:			None	2 Days & 10 Minutes	

D. VARIATION ORDERS FOR PROJECTS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter addressed to the City Engineer	Provided by the Contractor
PERT/CPM Bar Chart	Provided by the Contractor
Photographs	Provided by the Contractor
Other documents that may be needed	Provided by the Contractor

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Request Letter and Requirements	Request Letter will be received and documents will be checked for completeness	None	10 Minutes	Marc R. Morales
		Validation of request for Change Order	None	5 Days	Engr. Artaxerxes V. Geronimo <i>OIC-City Engineer</i> Project-in-Charge
		Preparation of Cost Estimate and Quantity Take-off	None	7 Days	Engr. Artaxerxes V. Geronimo <i>OIC-City Engineer</i> Project-in-Charge
	Requesting Contractor receives Approval Letter	Requesting contractor will be informed that the Approval Letter is read for Pick-up	None	1 Day	Marc R. Morales
TOTAL:			None	13 Days & 10 Minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Requesting person are encouraged to do accomplished feedback from and drop them at the Office of the City Engineer, 6 th flr Engineering Department Pasig Cityhall
How feedback is processed	Feedback is gathered and read by the City Engineer and the Secretary of the office.
How to file a complaint	Accomplish the complaint form and do it immediately
How complaints are processed	Received and discussed the complaints whether verbal or written with the City Engineer, concerned Head of Office and Secretary for documentation
Contact Information	You may call us at (02)8641-35-97 or email us at engineering@pasig.gov.ph You may also visit us at City Engineer's Office 6 th flr, City Engineering Office, Pasig Cityhall