

**CITIZEN'S CHARTER**  
**ENGINEERING DEPARTMENT**  
**Administrative Division**

**A. RECEIVING/RELEASING OF VARIOUS REQUEST, COMPLAINTS, etc**

Receiving and releasing of Request, Complaints, etc from General Public

<b>Office or Division:</b>	ADMINISTRATIVE DIVISION
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	General Public Non-Government Agency

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request from General Public	1. 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 Administrative Division	None	10 Minutes	Rowena C. Santos Justine Karen M. Espinoza Jonito V. Oñate
2		Letter of Request will be endorsed to the concerned division (GMD, PPCD) for further dissemination per office and to City Engineer's Office	None	5 Minutes	Mark Anthony M. Fernandez
TOTAL:				15 Minutes	

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**B. ISSUANCE OF CERTIFICATION FOR CONFORMANCE RELATIVE TO COLLECTION**

<b>Office or Division:</b>	ADMINISTRATIVE DIVISION
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Quality Control Certificate	Quality Control Section
2. Letter of Intent	Provided by the Contractor
3. Quality Materials Testing Certificate	Materials Testing Center
4. Collection Accomplishment	Contractor
5. Program of Works	Project-in-Charge
6. Contract Time	BAC
7. Pictures	Provided by the Contractor

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Letter of Intent and other Requirements to the Administrative Division	Receive Letter of Intent	None	5 Minutes	Rowena C. Santos Justine Karen M. Espinoza Jonito V. Oñate
2		Checking of Requirements Submitted	None	5 minutes	Edmund C. Barrera
3		Inspection on site of Quality Control Section and Issuance of Quality Control Certificate	None	1 Day	Engr. Julito S. Usman Engr. Romel L. Macaroyo Marlyn C. Reyes
4		Issuance of Certification for Conformance	None	5 Minutes	Arch. Isagani P. Rivera
5		Approval for Endorsement to the Accounting Department	None	5 Minutes	Arch. Isagani P. Rivera
6		Releasing of Endorsement to the Accounting Department	None	5 Minutes	Mark Anthony M. Fernandez
TOTAL:			None	1 Day & 25 Minutes	

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**C. ARCHIVING OF PLANS (ORIGINAL CONSTRUCTION AND AS-BUILT PLANS) AND DOCUMENTS FOR COMPLETED PROJECTS RELATIVE TO COLLECTION**

<b>Office or Division:</b>	ADMINISTRATIVE DIVISION
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Business
<b>Who may avail:</b>	Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Construction Plan, As-Built Plan, Blueprint	Provided by the Contractor
2. Transmittal Form	Administrative Division
3. Certificate of No Back Job	Administrative Division
4. Contract Time	BAC
5. Collection Accomplishment	Provided by Contractor
6. Program of Works	Project-in-Charge
7. Voucher (Final Collection)	Accounting Department and City Treasury Department
8. Pictures including Tarpaulin Display	Provided by the Contractor
9. Others as needed	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Duly Accomplished Transmittal Form and other Requirements to the Administrative Division	Transmittal Form and other Requirements will be received by the Office Clerk	None	5 Minutes	Rowena C. Santos Justine Karen M. Espinoza Jonito V. Oñate
2		Checking and Evaluation of Requirements submitted	None	5 Minutes	Edmund C. Barrera
3		Issuance of Endorsement to the Records Management and Archives Office	None	5 Minutes	Edmund C. Barrera
4		Approval for Endorsement to Atty. John Vincent I. Cernal OIC - RMAO	None	10 minutes	Arch. Isagani P. Rivera <i>Chief- Administrative Division</i> Engr. Artaxerxes V. Geronimo <i>OIC – City Engineer</i>
5		Releasing of Endorsement to the Records Management and Archives Office	None	5 Minutes	Mark Anthony M. Fernandez
6	Proceed to Records Management and Archives Office	Issuance of Certificate that the Original Plans and documents has been submitted to the RMAO	Refer to RMAO Fees	Refer to RMAO	Atty. John Vincent I. Cernal OIC - RMAO
TOTAL:			None	30 Minutes (AD Related)	

**ENGINEERING DEPARTMENT**  
**Administrative Division**

**D. PREPARATION FOR BUDGETING OF INFRASTRUCTURE PROJECTS, MAINTENANCE WORKS, OFFICE SUPPLIES AND PERSONNEL SERVICES**

<b>Office or Division:</b>	ADMINISTRATIVE DIVISION
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Various Offices in the Engineering Department

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. List of Proposed Projects	From Various Request of Residents of Pasig City
2. List of Office Supplies Needed	From Various Office in the Engineering Department

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Offices in Engineering Department will request for Programming of various infrastructure projects for Budget	Compilation of all infrastructure projects and Personnel / Offices needs for Budgeting	None	1 Month	Engr. Johnny L. Calata Engr. Irish Ysabel D. Traabucon Ildelfonso R. Valmonte Jr
2		Preparation and Consolidation for Annual Investment Program	None	1 Month	Engr. Johnny L. Calata Engr. Irish Ysabel D. Traabucon Ildelfonso R. Valmonte Jr
3		Coordination and Meeting with CPDO	None	1 Week	Engr. Artaxerxes V. Geronimo Arch. Isagani P. Rivera Engr. Lawrence B. Prudencio Engr. Johnny L. Calata CPDO
4		Preparation for Budget Hearing	None	1 Day	Budget Office City Council CPDO Chief of Offices
5		Finalization of AIP	None	1 Week	Engr. Artaxerxes V. Geronimo Arch. Isagani P. Rivera Engr. Lawrence B. Prudencio Engr. Johnny L. Calata Engr. Irish Ysabel D. Traabucon
6		Preparation of PPMP, Purchase Request and Others	None	Varies	Engr. Johnny L. Calata Engr. Irish Ysabel D. Traabucon Ildelfonso R. Valmonte Jr.
TOTAL:				2 Months, 2 Weeks and 1 Day	

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Comments and feedback may be sent to the official e-mail address of the Administrative Division or directly at Administrative Division Office, 6 <sup>th</sup> floor Engineering Office
How feedback is processed	Feedbacks are processed and segregated according to their concerned division or office and forwarded to their office
How to file a complaint	Complaints can be filed and received at Administrative Division Office or thru Administrative Division e-mail address
How complaints are processed	Complaints are received and forwarded to their respective Division to be forwarded to their respective Offices with urgency
Contact Information	You may reach us at our e-mail address: <a href="mailto:eadivision2021@gmail.com">eadivision2021@gmail.com</a> Or directly at our office: Administrative Division Office, 6 <sup>th</sup> floor Engineering Office

**Ar. Isagani P. Rivera**

*Chief, Administrative Division*