

# **CITY ENGINEERING OFFICE**

## **CITIZEN'S CHARTER**



# CITY ENGINEERING OFFICE



## SERVICE NAME: DRAFTING PROGRAM OF WORKS FOR ALL VARIOUS CITY PROJECTS

Description of the Service: Creation of Program of Works and Cost Estimate for Various City Projects.

<b>OFFICE OR DIVISION</b>	ENGINEERING			
<b>CLASSIFICATION</b>	HIGHLY TECHNICAL			
<b>TYPE OF TRANSACTION</b>	G2G, G2C			
<b>WHO MAY AVAIL THE SERVICE</b>	BARANGAYS, SUBDIVISIONS, AND CONCERNED CITIZENS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
	BARANGAY/ HOA RESOLUTION	BARANGAY HALL / HOA OFFICE		
	REQUEST LETTER (ADDRESSED TO THE MAYOR AND ENDORSED TO THE CITY ENGINEER)	THE REQUESTING PARTY NEEDS TO FILE THE REQUEST LETTER TO THE CITY MAYOR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
SUBMIT COMPLETE REQUIREMENTS	ASSESS REQUESTED PROGRAM OF WORKS	NONE	3 MINUTES	MARISSA TALASTAS ANNALYN RAMOS KATHLEEN HERNANDEZ ANGELIECA HABANA
ACCOMPANY THE ENGINEERING STAFF DURING INSPECTION	INSPECT PROPOSED-PROJECTS		1 DAY	MARIO BARE ROWEL DELA CRUZ MARIO GALVEZ MICHAEL MOLINA ENGR. JANE RUZEL NACPIL ENGR. EDWARD DELA CRUZ
	PLANNING AND DRAWING OF PROPOSED PROJECTS		3 DAYS	PAUL JOHN PALLERA SAMUEL BARRETTE ALCOSEBA MICHAEL MOLINA RAMIR POSADAS MARVIN CATA CUTAN ERSON JOHN VILLAMER
	DRAFTING THE PROGRAM OF WORKS FOR THE INSPECTED PROJECT		1 DAY	MARIO BARE ROWEL DELA CRUZ MARIO GALVEZ MICHAEL MOLINA ENGR. JANE RUZEL NACPIL ENGR. EDWARD DELA CRUZ
	TRANSMITTAL OF PROGRAM OF WORKS TO THE ADMIN OFFICE		3 MINUTES	ANNALYN RAMOS KATHLEEN HERNANDEZ ANGELIECA HABANA



<b>TOTAL</b>		
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**SERVICE NAME: MAINTENANCE OF DRAINAGE WITHIN THE CITY**

Description of the Service: Cleaning and declogging of all drainage systems within the city.

<b>OFFICE OR DIVISION</b>	ENGINEERING			
<b>CLASSIFICATION</b>	HIGHLY TECHNICAL			
<b>TYPE OF TRANSACTION</b>	G2G, G2C			
<b>WHO MAY AVAIL THE SERVICE</b>	BARANGAYS, SUBDIVISIONS, AND CONCERNED CITIZENS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
	REQUEST LETTER (ADDRESSED TO THE MAYOR AND ENDORSED TO THE CITY ENGINEER)	THE REQUESTING PARTY NEEDS TO FILE THE REQUEST LETTER TO THE CITY MAYOR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
SUBMIT REQUIREMENT	ASSESS REQUEST	NONE	3 MINUTES	MARISSA TALASTAS ANNALYN RAMOS KATHLEEN HERNANDEZ ANGELIECA HABANA
ASSIST THE ENGINEERING STAFF DURING INSPECTION/ ACTUAL CLEANING	INSPECTION AND ACTUAL CLEANING OF THE REQUESTED AREA		1 WEEK	ROBIN SARNO PABLITO CLERIGO AND ALL MAINTENANCE STAFF
<b>TOTAL</b>				

**SERVICE NAME: PREPARATION OF VOUCHERS AND WORK ACCOMPLISHMENTS FOR COMPLETED GOVERNMENT PROJECTS**

Description of the Service: Preparation and processing of vouchers and work accomplishments for completed government projects.

<b>OFFICE OR DIVISION</b>	ENGINEERING			
<b>CLASSIFICATION</b>	COMPLEX			
<b>TYPE OF TRANSACTION</b>	G2G			
<b>WHO MAY AVAIL THE SERVICE</b>	CONTRACTOR OF THE PROJECT			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
	Photos of the projects done (before, on-going, after)			
	Bidding Documents or BAC Resolution from BAC Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit complete requirements	Preparation of required documents for billing	NONE	10 MINUTES	Marissa Talastas
Signing of Documents	Processing of billing for complied documents		2 DAYS	Annalyn Ramos Kathleen Hernandez Angelieca Habana



<b>TOTAL</b>		<b>2 DAYS AND 10 MINUTES</b>	
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**SERVICE NAME: ISSUANCE OF EXCAVATION PERMIT**

Description of the Service: Processing and issuance of Excavation Permit for all the excavation done on roads and sidewalks.

**FEE(S)/CHARGE(S):**

CLIENTS	GP & EP* Fee	Inspection/ Verification Fee	Metering	Bond
<b>RESIDENTS</b>	P 50.00 Per sq. m.	P 200.00	P 8.00 / water meter	Total Project Cost x 125%
<b>LEAK REPAIR CONTRACTORS</b>	P 50.00 Per sq. m.	P 200.00		
<b>RESIDENTS NEAR NATIONAL ROADS</b>	P 50.00 Per sq. m.	P 200.00	P 8.00 / water meter	(DPWH will assess the Bond to be paid)

\*Ground Preparation and Excavation Permit

UTILITY COMPANY CONTRACTOR	Excavation	Inspection/ Verification Fee	Structure Fee	Cash bond
<b>MAYNILAD</b>	Volume x P 3.00 per cu. m.	Restoration Cost x 3%		Total Project Cost x 125%
<b>MERALCO</b>	Volume x P 3.00 per cu. m.	P 200.00/ pole	P 30.00/ pole	
<b>TELECOMMUNICATION COMPANIES</b>	Volume x P 3.00 per cu. m.	P 200.00/ pole	P 25.00/ pole	



<b>OFFICE OR DIVISION</b>	ENGINEERING	
<b>CLASSIFICATION</b>	HIGHLY TECHNICAL	
<b>TYPE OF TRANSACTION</b>	G2G, G2C	
<b>WHO MAY AVAIL THE SERVICE</b>	IMUS CITY RESIDENTS AND UTILITY/ TELECOMMUNICATION COMPANY CONTRACTORS	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
*For residents/ establishments beside City/ Barangay roads	Assessment Letter or Job Order from the utility company contractor concerned	MAYNILAD CAVITE BUSINESS AREA – BACOR CITY
**For residents/ establishments beside National Roads	Clearance or Certification and Official Receipt of paid bond from the Department of Public Works and Highways	DPWH CAVITE DISTRICT 1 OFFICE – TRECE MARTIREZ CITY
***For Utility Company/ Contractors	<ul style="list-style-type: none"> <li>Assessment Letter or Inspection Report from the utility company concerned</li> <li>Request Letter from the main office of the utility company</li> <li>Company Profile</li> <li>Memorandum of Agreement/ Contract from Utility Company</li> </ul>	REQUESTING COMPANY CONTRACTOR
	<ul style="list-style-type: none"> <li>Scope of Works</li> <li>Bill of Materials</li> <li>Working Schedules</li> <li>Specification</li> <li>Safety Guidelines</li> <li>Certification of Utility Company's assigned engineer with contact number</li> <li>Plans and Drawings</li> </ul>	REQUESTING COMPANY CONTRACTOR
	<ul style="list-style-type: none"> <li>Barangay Clearance</li> </ul>	BARANGAY HALL/S OF THE AREA TO BE EXCAVATED
	<ul style="list-style-type: none"> <li>CITMO Clearance</li> </ul>	CITY OF IMUS TRAFFIC MANAGEMENT OFFICE (2 <sup>nd</sup> Floor Old Municipal Building)
	<ul style="list-style-type: none"> <li>Developer's Clearance (for subdivisions that are not yet turned over to the city government)</li> </ul>	Developer of the Subdivision where the excavation will take place



	<ul style="list-style-type: none"> <li>Homeowner's Association Clearance (for subdivisions that are already turned over to the city government)</li> </ul>	HOA Office of the Subdivision where the excavation will take place
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## 1. FOR RESIDENTS/ LEAK REPAIR CONTRACTORS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements	Assess the requirements and issue order of payment	SEE TABLE OF FEES	5 minutes	Paul John Paller Rose Ann Legaspi Charlyn Lu Cuenca Glicerio Camama Erson John Villamer Ramir Posadas
Payment of assessed fees	Issue Official Receipt (O.R.)		2 minutes	Treasurer's Office
Present O.R. and claim Excavation Permit	Issue Excavation Permit		3 minutes	Engr. Edward dela Cruz Paul John Paller Rose Ann Legaspi Charlyn Lu Cuenca Glicerio Camama Erson John Villamer Ramir Posadas
<b>TOTAL</b>			<b>10 MINUTES</b>	

## 2. FOR UTILITY COMPANY CONTRACTORS

### 2.1 MAYNILAD CONTRACTORS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements	Assess the requirements and issue order of payment	SEE TABLE OF FEES	5 minutes	Paul John Paller Rose Ann Legaspi Charlyn Lu Cuenca Erson John Villamer Glicerio Camama Ramir Posadas
Payment of assessed fees	Issue Official Receipt (O.R.)		2 minutes	Treasurer's Office



Present O.R. and claim Excavation Permit	For Unpaid Cash Bond: Issue Temporary Excavation Permit  For Paid Cash Bond: Issue Excavation Permit		3 minutes	Engr. Edward dela Cruz Paul John Paller Rose Ann Legaspi Charlyn Lu Cuenca Glicerio Camama Erson John Villamer Ramir Posadas
<b>TOTAL</b>			<b>10 MINUTES</b>	

## 2. FOR UTILITY COMPANY CONTRACTORS

### 2.2 MERALCO & OTHER TELECOMMUNICATION COMPANIES

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements	Assess the accomplished requirements. Schedule the proposed request for site inspection	SEE TABLE OF FEES	5 minutes	Engr. Jane Ruzel Nacpil Glicerio Camama Paul John Paller Erson John Villamer Ramir Posadas
Assist the assigned engineer during site inspection	Conduct Inspection and issue order of payment after inspection		1 day	Engr. Edward dela Cruz Glicerio Camama Paul John Paller Erson John Villamer Ramir Posadas
Pay the assessment	Issue Official Receipt		2 minutes	Treasurer's Office
Claim Excavation Permit	Issue Excavation Permit		3 minutes	Engr. Jane Ruzel Nacpil Glicerio Camama Paul John Paller Erson John Villamer Ramir Posadas
<b>TOTAL</b>			<b>1 DAY AND 8 MINUTES</b>	





**SERVICE NAME: PROCESSING OF VOUCHER FOR REFUND OF BOND**

Description of the Service: Preparation and processing of vouchers for restored excavation projects.

<b>OFFICE OR DIVISION</b>	ENGINEERING			
<b>CLASSIFICATION</b>	COMPLEX			
<b>TYPE OF TRANSACTION</b>	G2G G2C			
<b>WHO MAY AVAIL THE SERVICE</b>	RESIDENTS/ LEAK REPAIR CONTRACTORS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
	Issued Official Receipt of Performance Bond	The Official Receipt is kept by the owner upon application		
	Photo of restored road area	The inspection team/ applicant can submit the photo		
	Request letter for Certificate of Completion or Certificate of acceptance from the Main Office	Main Office of the Contractor Company/ Utility Company		
	Certificate of Acceptance/ Receipt of Contractor's Tax/ Photos of Project Done	*This requirement is for the Contractor of large scale excavation done within the city		
	Valid I.D. (for claiming)			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit complete requirements	Assess the requirements and issue Certification and Voucher	NONE	3 minutes	Paul John Paller Rose Ann Legaspi Charlyn Lu Cuenca Glicerio Camama Erson John Villamer Ramir Posadas
Receive the Certification and proceed to the City Accounting Office				Office of the City Accountant
<b>TOTAL</b>			<b>3 MINUTES</b>	



**SERVICE NAME: PROCESSING OF VOUCHER FOR REFUND OF BOND**

**PRE-REQUISITE 1: CERTIFICATE OF COMPLETION**

Description of the Service: Preparation and processing of vouchers for restored excavation projects.

<b>OFFICE OR DIVISION</b>	ENGINEERING			
<b>CLASSIFICATION</b>	COMPLEX			
<b>TYPE OF TRANSACTION</b>	G2G G2C			
<b>WHO MAY AVAIL THE SERVICE</b>	MAYNILAD CONTRACTORS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
	Request letter for Certificate of Completion	Maynilad Main Office		
	AS Built Plan (A3 & E-File)			
	Pictures (Before & After)	Taken before, during, and after the excavation/restoration procedure		
	Company's Contact Number			
	Barangay Clearance	Barangay Hall/s from where the excavation took place		
	Plastic Envelope			
	Field Density Test Result	Done during actual restoration of the project		
	Concrete Testing Result	Done after concrete pouring of the project		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit complete requirements	Assess the request. Schedule the client for site inspection	NONE	5 minutes	<b>Engineering Staff</b> Paul John Paller Rose Ann Legaspi Glicerio Camama Charlyn Lu Cuenca Erson John Villamer Ramir Posadas
Assist the assigned engineer during site inspection	Site inspection	NONE	1 day	<b>City Engineering Technical Staff</b> Erson John Villamer Ramir Posadas Glicerio Camama Paul John Paller



Claim Certificate	Issue Certificate of Completion		5 minutes	Paul John Paller Rose Ann Legaspi Glicerio Camama Charlyn Lu Cuenca Erson John Villamer Ramir Posadas
Proceed to the Sangguniang Panglungsod Building for signature of City Councilor for Infrastructure/ Special Projects			3 minutes	Sangguniang Panlungsod Office
Return a copy of the certificate			3 minutes	City Engineering Office
<b>TOTAL</b>			<b>1 DAY AND 16 MINUTES</b>	

**SERVICE NAME: PROCESSING OF VOUCHER FOR REFUND OF BOND**

**PRE-REQUISITE 2: CERTIFICATE OF ACCEPTANCE**

Description of the Service: Preparation and processing of vouchers for restored excavation projects.

<b>OFFICE OR DIVISION</b>	ENGINEERING			
<b>CLASSIFICATION</b>	COMPLEX			
<b>TYPE OF TRANSACTION</b>	G2G G2C			
<b>WHO MAY AVAIL THE SERVICE</b>	MAYNILAD CONTRACTORS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
	CERTIFICATE OF COMPLETION	ACQUIRED FROM THE OFFICE LAST YEAR		
	REQUEST LETTER FOR RE-INSPECTION OF RESTORED AREAS	MAYNILAD MAIN OFFICE/ CONTRACTOR COMPANY		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit complete requirements	Assess the request. Schedule the client for site inspection	NONE	5 minutes	<b>Engineering Staff</b> Paul John Paller Rose Ann Legaspi Glicerio Camama Charlyn Lu Cuenca Erson John Villamer Ramir Posadas
Assist the assigned engineer during site inspection	Site inspection		1 day	<b>Engineering Staff</b> Paul John Paller Glicerio Camama Erson John Villamer Ramir Posadas



Claim Certificate	Issue Certificate of Acceptance	5 minutes	<b>Engineering Staff</b> Paul John Paller Rose Ann Legaspi Glicerio Camama Charlyn Lu Cuenca Erson John Villamer Ramir Posadas
Proceed to the Sangguniang Panglungsod Building for signature of City Councilor for Infrastructure/ Special Projects		3 minutes	Sangguniang Panlungsod Office
Return a copy of the certificate		3 minutes	City Engineering Office
<b>TOTAL</b>		<b>1 DAY &amp; 16 MINUTES</b>	

