

# CITY ENGINEERING OFFICE

## CITIZEN'S CHARTER

2020 (1st Edition)



## 1. Preparation of Plans and Program of Works

**Description of the Service:** This Service prepares Plans and Program of Works for clients.

<b>Office or Division:</b>	City Engineer's Office, LGU El Salvador City			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	(G2G), Government to Government			
<b>Who may avail:</b>	15 Barangays, and other National and Local Offices			
<b>Office or Division:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request endorsed by the mayor		CMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request with mayor's endorsement to avail of the services	1.1 Receive letter request as endorsed from the Office of the City Mayor for the action of the City Engineer; record in the logbook, and forward request to City Engineer		5 minutes	<b>Cathleen Joy Jaudian</b> AdminAide III
	1.2 Initially evaluate the request and endorse to the Engineering Planning Section		15 minutes	<b>Roy P. Cajarte</b> OIC-City Engr.
	1.3 Conduct on site inspection and verification together with the requesting party.  1.4 Conduct survey and collect data and other information of the site to facilitate preparation of plans and other documents		Within 5 days	<b>Floramante I Ilar</b> Engineer I  <b>Alex R. Oro</b> Draftsman III  <b>Melchizedik J. Lignes</b> Engineering Aide  <b>Darlene R. Gaid</b> Draftsman II
	1.5 Prepare plans, program of works {POW}, bill of materials/quantities of the proposed project and submit to the City Engineer the plans, program of works, bill of materials/quantities and other costing of the proposed project		15 days	<b>Alex R. Oro</b> Draftsman III  <b>Melchizedik J. Lignes</b> Engineering Aide  <b>Floramante I Ilar</b> Engineer I  <b>Reynaldo Abriol</b> Engineering Aide  <b>Jomari Maglacion</b> J.O. (under direct supervision of City Engr)
	1.6 Review the submitted program of works and other related documents		Within 3 days	<b>Roy Cajarte</b> OIC-City Engr.
	1.7 Submit the documents		1day	<b>Cathleen Joy</b>

	to the LCE as recommended and for his approval; records in the logbook			<b>Jaudian</b> AdminAide III
	1.8 Release to the requesting party the approved plans, program of works, bill of materials/quantities and other costing of the proposed project; record date of release with the signature of the requesting party or his/her representative in the logbook		15 minutes	<b>Cathleen Joy Jaudian</b> AdminAide III

## 2. Water Services 1 {Replacement /Repair of Submersible Pumps}

**Description of the Service:** This Service facilitates repairs and replacement of submersible pumps.

<b>Office or Division:</b>	City Engineer's Office, LGU El Salvador City			
<b>Classification:</b>				
<b>Type of Transaction:</b>	(G2G)			
<b>Who may avail:</b>	15 Barangays (Barangay Waterworks)			
<b>Office or Division:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for repair thru cellular phone and inform the head	1.1 Receive request for water system repair from barangay official and record in the logbook		30 minutes	<b>Cathleen Joy Jaudian</b> Admin Aide III
	1.2 Evaluate request of water system for repair through ocular site inspection		2 days	<b>Elmer Noblezada</b> Engr I
	1.3 Check on the availability of materials needed for repair in the LGU GSO		15 minutes	<b>Elmer Noblezada</b> Engr I
	1.4 If materials are available, undertake the needed repair  If materials are not available, Engineering Planning section prepares the plans, program of works, bill of materials and costing for procurement process		3 days	<b>Elmer Noblezada</b> Engr.I <b>RamilMagallanes</b> <b>RonieAbang</b> <b>RoelMacapayag</b> <b>Armando Bael</b> Water system Crew

	<p>1.5 Review document prepared by assigned staff prior to endorsement to the LCE</p> <p>Submit the documents to the LCE as recommended and for his approval, records in the logbook</p>		1 day	<p><b>Roy P. Cajarte</b> OIC-City Engr</p>
	<p>1.6 Once approved, endorse to Bids and Awards Committee Secretariat the approved requisition documents for procurement process, records in the logbook</p> <p>If materials are already purchased, undertake the repair of waterworks</p>		2 days	<p><b>E. Noblezada</b> Engr.I <b>RamilMagallanes</b> <b>RonieAbang</b> <b>RoelMacapayag</b> <b>Armando Bael</b> Water system Crew</p>
	<p>Submit progress and accomplishment report to the Engineering office</p>		30 minutes	<p><b>Elmer Noblezada</b> Engr I</p>

## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Fill out client Satisfaction Feedback Form
How feedbacks are processed	
How to file a complaint	Formal Letter addressed to the City Engineer or Local Chief Executive
How complaints are processed	
Contact Information	<a href="mailto:engg.elsalvador@gmail.com">engg.elsalvador@gmail.com</a>
Contact Information of CCB	CSC – Contact Center ng Bayan – 0908-8816-565
PCC	Presidential Complaints Center - 8888
ARTA	Anti-Red Tape Authority – 478-5093

