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.

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| **Office or Division:** | City Engineer’s Office, LGU El Salvador City |
| **Classification:** | Highly Technical |
| **Type of Transaction:** | (G2G), Government to Government |
| **Who may avail:** | 15 Barangays, and other National and Local Offices |
| **Office or Division:** |  |  |  |  |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| **Letter Request endorsed by the mayor** | **CMO** |
|  |  |  |  |  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 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 | **Cathleen Joy Jaudian**AdminAide III |
|  | 1.2 Initially evaluate the request and endorse to the Engineering Planning Section |  | 15 minutes | **Roy P. Cajarte**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 | **Floramante I Ilar**Engineer I**Alex R. Oro**Draftsman III**Melchizedik J. Lignes**Engineering Aide**Darlene R. Gaid**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 | **Alex R. Oro**Draftsman III**Melchizedik J. Lignes**Engineering Aide**Floramante I Ilar**Engineer I**Reynaldo Abriol**Engineering Aide**JomariMaglacion**J.O. (under direct supervision of City Engr) |
|  | 1.6 Review the submitted program of works and other related documents |  | Within 3 days | **Roy Cajarte**OIC-City Engr. |
|  | 1.7 Submit the documents to the LCE as recommended and for his approval; records in the logbook |  | 1day | **Cathleen Joy Jaudian**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 | **Cathleen Joy Jaudian**AdminAide III |
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**2. Water Services 1 {Replacement /Repair of Submersible Pumps}**

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

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| **Office or Division:** | City Engineer’s Office, LGU El Salvador City |
| **Classification:** |  |  |  |  |
| **Type of Transaction:** | (G2G) |
| **Who may avail:** | 15 Barangays (Barangay Waterworks) |
| **Office or Division:** |  |  |  |  |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|  |  |
|  |  |  |  |  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 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 | **Cathleen Joy Jaudian**Admin Aide III |
|  | 1.2 Evaluate request of water system for repair through ocular site inspection |  | 2 days | **Elmer Noblezada**Engr I |
|  | 1.3 Check on the availability of materials needed for repair in the LGU GSO |  | 15 minutes | **Elmer Noblezada**Engr I |
|  | 1.4 If materials are available, undertake the needed repairIf materials are not available, Engineering Planning section prepares the plans, program of works, bill of materials and costing for procurement process |  | 3 days | **Elmer Noblezada**Engr.I**RamilMagallanes****RonieAbang****RoelMacapayag****Armando Bael**Water system Crew |
|  | 1.5 Review document prepared by assigned staff prior to endorsement to the LCESubmit the documents to the LCE as recommended and for his approval, records in the logbook |  | 1 day | **Roy P. Cajarte**OIC-City Engr |
|  | 1.6 Once approved, endorse to Bids and Awards Committee Secretariat the approved requisition documents for procurement process, records in the logbookIf materials are already purchased, undertake the repair of waterworks |  | 2 days | **E. Noblezada**Engr.I**RamilMagallanes****RonieAbang****RoelMacapayag****Armando Bael**Water system Crew |
|  | Submit progress and accomplishment report to the Engineering office |  | 30 minutes | **Elmer Noblezada**Engr I |

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| **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  | engg.elsalvador@gmail.com |
| Contact Information of CCB | CSC – Contact Center ng Bayan – 0908-8816-565 |
| PCC  | Presidential Complaints Center - 8888 |
| ARTA | Anti-Red Tape Authority – 478-5093 |