

A. PREPARATION OF DETAILED ENGINEERING

Survey of proposed site , site investigation, preparation of design plans , technical specification, quantity and cost estimates, program of work and construction schedule.

Office/Division		Planning & Programming Division, Flood Control Division, Special Projects Division, City Parks Division, Gen. Maint. Division		
Classification		Highly Technical		
Type of Transaction		G2C		
Who May Avail		Residents of Pasig City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request				
2. Thru Phone Request				
3. Walk-in				
CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Conduct of survey to possible site in preparation of Program of Work with coordination to brgy. Officials, school officials and Pasig residents.	None	1 day for 5 projects 2 days for 10 projects 3 days for 11 or more projects	Division Heads
1. Letter request from brgy., school and residents of Pasig 2. report the concern thru phone 3. Walk-in	2. Evaluation & inspection of reported area and site	None	1 day	Division Heads
	3. Submit to the City Engineer the list of proposed projects	None	1 day	Division Heads
	4. Preparation of Detailed Engineering	None	14 days	Division Heads
	5. Transmit the result to the requesting party	None	1 day	Division Heads
	6. After the preparation of detailed engineering,(Plan & POW) endorse to the Office of the City Mayor for approval then forwarded to the Budget and Bac for bidding.	None	1 day	Division Heads
TOTAL		None	10 days for 5 projects 11 days for 10 projects 12 days for 11 or more projects	Division Heads

## B. PROJECT MANAGEMENT & MONITORING

The engineering team involved in the bidded and awarded projects immediately convene to discuss its implementation , possible obstruction , safety and health measures at site and the construction schedule, to avoid delay.

### 1. Billing for Porjects( Partial & Final )

Office/Division		Planning & Programming Division, Flood Control Division, Special Projects Division, City Parks Division,Gen. Maint. Division		
Classification		Highly Technical		
Type of Transaction		G2B		
Who May Avail		Contractors		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request for billing of contractor addressed to the city engineer		1. Provided by the contractors		
<b>CLIENTS STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter/ requirements	1. Inspection of punchlists	None	1 day	Project In-Charge
2. Rectification of punchlists	2. Preparation of Accomplishment upon completion of punchlists	None	2 days	Project In-Charge
	3. Approval of the billing	None	1 day	City Engineer
	<b>TOTAL</b>	None	4 days	

### 2. Time Extension for projects

Office/Division		Planning & Programming Division, Flood Control Division, Special Projects Division, City Parks Division,Gen. Maint. Division		
Classification		Highly Technical		
Type of Transaction		G2B		
Who May Avail		Contractors		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request addressed to the City Engineer		1. Provided by the contractors		
2. PERT-CPM/BAR CHART		2. End-User		
3. PAG-ASA REPORT for weather reason		3. PAG-ASA		
4. Other Documents				
<b>CLIENTS STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements	1. Validation of request for approval	None	1 day	Project In-Charge
	2. If reasonable,approve the request	None	1 day	Project In-Charge
	3.If approved, forward to the office of City Mayor for approval		1 day	Project In-Charge

	4. Release the document	None	1 day	Project In-Charge
TOTAL		None	4 days	

### 3. Project Suspension and Resumption for Projects

Office/Division		Planning & Programming Division, Flood Control Division, Special Projects Division, City Parks Division, Gen. Maint. Division		
Classification		Highly Technical		
Type of Transaction		G2B		
Who May Avail		Contractors		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request addressed to the City Engineer		1. Provided by the contractors 2. End-User  3. PAG-ASA		
2. PERT-CPM/BAR CHART				
3. Photos				
4. Other Documents if necessary				
<b>CLIENTS STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements	1. Validation of request for approval	None	1 day	Project In-Charge
	2. If reasonable, approve the request	None	1 day	Project In-Charge
	3. Release the document	None	1 day	Project In-Charge
TOTAL			3 days	PIC

### 4. Variation Order for Projects

Office/Division		Planning & Programming Division, Flood Control Division, Special Projects Division, City Parks Division, Gen. Maint. Division		
Classification		Highly Technical		
Type of Transaction		G2B		
Who May Avail		Contractors		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request addressed to the City Engineer		1. Provided by the contractors 2. End-User		
2. Original Plan				
3. BID Documents				
4. Photos				
5. Project Contract				
<b>CLIENTS STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements	1. Site Validation	None	5 days	Project In-Charge
	1. Preparation of cost estimate	None	7 days	Project

	and quantity take-off			In-Charge
	3. Issuance of Change Order	None	1 day	Project In-Charge
TOTAL			13 days	PIC

### C. ADMINISTRATION

#### 1. Receiving/releasing of Correspondence ,Ugnayan Complaints, Requests, etc.

Office/Division		Planning & Programming Division, Flood Control Division, Special Projects Division, City Parks Division, Gen. Maint. Division		
Classification		Simple		
Type of Transaction		G2B, G2C, G2G		
Who May Avail		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter from the General public with attachment		1. Different agency		
2. Response Letter to the end-user				
CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request, complaints, etc.  1.1 Obtain receiving copy	1. Receive and encode the request	None	1 day	Secretary, Office of the City Engr.
	2. Provide the client a receiving copy	None	1 day	Secretary, Office of the City Engr.
	3. Distribute the concern to different divisions	None	1 day	Secretary, Office of the City Engr.
TOTAL		None	3 days	Secretary, Office of the City Engr.

## FEEDBACK AND COMPLAINTS MECHANISM

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How to send a feedback?	<ol style="list-style-type: none"> <li>1. Fill-up client feedback form and drop it at the designated drop box located at the Public Assistance Complaints Desk at the Reception</li> <li>2. Forward to UGNAYAN SA PASIG</li> <li>3. Contact for information and inquiries:86413597 or at pasig_engineering@yahoo.com</li> </ol>
How feedback is processed?	<ol style="list-style-type: none"> <li>1. Feedback requiring response are forwarded to the concerned division and requires reply within 24 hours.</li> <li>2. Call the complainant or requesting party to inform the immediate action</li> <li>3. Contact for information and inquiries:86413597 or at pasig_engineering@yahoo.com</li> </ol>
How to file complaints?	<ol style="list-style-type: none"> <li>1. Fill-up client feedback form and drop it at the designated drop box located at the Public Assistance Complaints Desk at the Reception</li> <li>2. Complaint can also be forwarded to UGNAYAN SA PASIG</li> <li>3. Contact for information and inquiries:86413597 or at pasig_engineering@yahoo.com</li> </ol>
How complaints are processed?	<ol style="list-style-type: none"> <li>1. The Secretary of the Office of the City Engineer daily opens the email and check and evaluate the complaints</li> <li>2. Regular monitoring of the forwarded complaints to the concerned division for the action done</li> <li>3. The Secretary to the Office of the City Engineer forwarded the feedback to the client.</li> <li>4. Contact for information and inquiries:86413597 or at pasig_engineering@yahoo.com</li> </ol>