



## Civil Engineer’s Office





## **I. Mandate:**

Prepares plan designs, program costs, estimated and specification of all infrastructure projects. Take charge of the construction, repair, improvement and rehabilitation of all city infrastructure projects. Implement maintenance activities, such as repairs of road/building/canal/streetlights, spring development, waterworks system within the city government. Implement National Building Code and other referral codes. Inspection of Mechanical and Electrical installation of all public buildings, industrial, commercial and institutional building. Maintains personnel administrative functions. Maintains light and heavy equipment.

## **II. Vision:**

The City Engineer’s Office, with its high technology expertise, thru the use of its state of the art instruments, gadgets and equipments and in partnership with city government envisions a highly sustainable and competitive city in terms of infrastructure development and sports made possible through its accessible farm to market roads, enough water supply and electricity even in the most remote barangays and a sports arena engineered to perfection.

## **III. Mission:**

The City Engineer’s Office exists to provide Professional Engineering services that are appropriate, innovative and economical in order to transform Batangas City into a more progressive metropolis in terms of infrastructures and sustainable development. Our mission is to provide cost effective solutions that will meet the present and future requirements of the City. To accomplish this, we shall study all reasonable options through new technologies in order to offer excellence in the design and delivery of engineering services.

## **IV. Service Pledge:**

We, at the City Engineer’s Office, do hereby pledge to:

1. Serve the citizen of Batangas City with utmost honesty, integrity and transparency;
2. Streamline our system to make our services easier and less time - consuming;
3. Treat our clientele with due respect and sincerity



**CEO**  
**ADMINISTRATIVE DIVISION**



**A. External Services**

**1. Receiving of Incoming Communication**

The Administrative Division of the City Engineers Office acknowledge receipt of all incoming communication such as letters of request, written queries, legal matters, memoranda, executive orders, resolutions, etc.

Office or Division:	Administrative Division
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	Constituents, Barangay Officials, Contractors, Individuals, Companies, Students, etc.

Checklist of Requirements		Where to Secure		
Letters, Memoranda, Written Queries		Company, Agency, Institution, Individual		
Resolutions, etc.				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit communication	1.1 Acknowledge receipt of communication and advise client to follow – up after 1-2 days	None	1 minute	Receiving Clerk
	1.2 Record communication			
	1.3 Prepare routing/ order slip and forward it to City Engineer for signature	None	5-10 minutes	Receiving Clerk
	1.4 Fill out routing/ order slip for assignment to concerned personnel/ engineers for action	None	5 minutes	City Engineer
	1.5 Disseminate routing/ order slip to concerned personnel	None	5 minutes	Clerk I
		None		



			5 minutes	Clerk I
2. Follow – up after 1 – 2 working days	2.1 Monitor status of request from concerned personnel	None	1 – 2 working days	Clerk I
	Total:	None	2 working days 26 minutes	

**2. Accommodating Work Immersion/ On-the-Job Training (OJT)**

The City Engineers Office provides accommodation to College/ University Students for their on the job training and to Senior High School Students for Work immersion program to give them a feel of real life situations in the workplace

Office or Division:	Administrative Division			
Classification:	Complex			
Types of Transaction:	G2C - Government to Citizen			
Who may avail:	College/ University/ Senior High School Students			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Letter of request		OJT Coordinator of School		
2. Notarized Waiver/ Consent of Parents				
3. Time Frame				
4. Resume		Applicant		
5. DTR		Applicant		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>



<p>1. Submit requirements</p>	<p>1.1 Check as to completeness of requirements</p> <p>1.2 Assign date of orientation</p> <p>1.3 Orient students as to policies, rules and regulations of office prior to training</p> <p>1.4 Assign students to division office relative to their line of discipline</p>	<p>None</p>	<p>1 hour and 20 minutes</p>	<p>Admin. Assistant</p> <p>Supvg. Admin. Officer</p>
<p>2. Submit DTR at end of training</p>	<p>5.1 Check and evaluate daily time record of OJT/ Work Immersion</p>	<p>None</p>	<p>15 minutes</p>	<p>Admin. Aide IV (Clerk II)</p>
<p>3. Claim certificate</p>	<p>6.1 Issue certification</p>	<p>None</p>	<p>3 minutes</p>	<p>Admin. Aide III (Clerk I)</p>
<p>Total:</p>		<p>None</p>	<p>1 hour 53 minutes</p>	



**B. Internal Services**

**1. Leave Management**

Assists employee in the application for leave of absences such as Vacation Leave, Sick Leave, Compensatory Time Offset, Privilege Leave, Emergency Leave, Maternity/ Paternity and Force Leave

Office or Division:	Administrative Division
Classification:	Complex
Types of Transaction:	G2G - Government to Government
Who may avail:	All Regular Employees of CEO

Checklist of Requirements			Where to Secure	
Leave Form			CEO Administrative Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill out leave form as to what kind of leave the client wants to avail	1.1 Check the leave form as to accuracy and completeness of data	None	1 minute	Admin. Assistant/ Admin. Officer II
	1.2 Record the date of filing and date of consumption of leave	None	3 minutes	Admin. Assistant/ Admin. Officer II
		None	1 – 3 hours	Dept Head/ Supvg. Admin. Officer
	1.3 Have the form signed by Department head or Supervising Admini	None	10-15 working days	Liaison Officer
None		1 – 3 hours	HRMDO	



	strative Officer			Liaison
	1.4 Liaise the application forms to the HRMD O			
	1.5 Process leave application			
	1.6 Pick – up leave documents from HRMD O			
2. Get copy approved leave application	2.1 Release one (1) copy of approved leave to applicant	None	3 minutes	Admin. Assistant/ Admin. Officer II
Total:	None	15 days 6 hours 7 minutes		

**2. Facilitation of Application for Retirement**

Assist employees applying for retirement whether mandatory, early or optional

Office or Division:	Administrative Division
Classification:	Complex
Types of Transaction:	G2G - Government to Government
Who may avail:	CEO Employees
<b>Checklist of Requirements</b>	<b>Where to Secure</b>





1. If less than 65 years old, letter of intent addressed to the Mayor thru Ms. Aurea R Castillo and noted by the City Engineer	Individual Employee			
2. Leave form for terminal leave	CEO Office			
3. Property Clearance form	HRMDO			
4. Administrative Clearance Form	Legal Office			
5. Fiscal Clearance Form	Bulwagan ng Katarungan			
6. Updated Statement of Assets, Liabilities and Net worth (SALN)	Individual Employee			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. If less than 65 years old, submit letter of intent to the City Engineer to be noted. If 65 years old no need for letter of intent	1.1 Affix signature on the letter 1.2 Record date of retirement and get one (1) copy for filing	None	1 minute 3 minutes	City Engineer Admin. Aide III (Clerk I)
2. Secure clearance forms from respective offices as stated on the checklist above		None	1 hour	HRMDO City Legal Office Bulwagan ng Katarungan



3. Accomplish all clearances		None	1 hour and 30 minutes	HRMDO Legal Office Bulwagan
4. Accomplish SALN	4.1 Assists retiree in accomplishing SALN	None	20 minutes	City Engineers Office Admin. Aide IV (Clerk II)
5. Fill out terminal leave	5.1 Record terminal leave	None	10 minutes	Admin. Asst./ Admin Officer II
	5.2 Forward accomplished terminal leave application to HRMDO	None	30 minutes	Liaison Officer
6. Fill out exit interview questionnaire	6.1 File accomplished interview questionnaire	None	30 minutes	Admin Aide III (Clerk I)
Total:		None	4 hours 4 minutes	

### 3. Facilitation of Loan Application of Employees

Facilitates loan application of employees of CEO to different lending institutions  
Accredited by the Batangas City Local Government

Office or Division:	Administrative Division
Classification:	Complex
Types of Transaction:	G2G - Government to Government



Who may avail:		CEO Regular Employees		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Pag ibig Multi Purpose Loan Application				
a. Multi Purpose Loan Application Form		Pag-ibig Office		
b. Photocopy of at least two (2) Valid ID’s		Applicant		
c. Proof of Income - Payroll		Accounting Office		
d. Certification of non-cancellation/ stopping loan deduction		Administrative Division		
2. Philippine Veterans Bank				
a. Loan Form		Veterans Bank		
b. Cert of Employment (Borrower/ Co-Maker)		HRMDO		
c. Notice of Salary Adjustment (Borrower/ Co – Maker)		HRMDO		
d. Service record (Borrower/ Co – Maker)		HRMDO		
e. Latest Payroll (Borrower/ Co-Maker)		Accounting Office		
f. 2 Valid ID’s		Loan Applicant/ Co - Maker		
g. 1 x 1 id picture		Loan Applicant/ Co - Maker		
3. Landbank of the Philippines				
a. Information sheet		Administrative Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secure certificate of non-cancellation / stopping of deduction	1.1 Check the details of loan deductions	None	10 minutes	Admin Aide IV (Clerk II)
		None	5 minutes	Admin Aide IV (Clerk II)
	1.2 Inquire from Payroll Clerk	None	2 minutes	Admin Aide IV (Clerk II)
		None	3 minutes	Supvg. Admin. Officer



	<p>1.3 Sign Certification of non-cancellation of deduction</p> <p>1.4 Issue certification</p>			Admin Aide IV (Clerk II)
2. Secure forms and other needed requirements by the loan agency	2.1 Check, collate, and attach the requirements	None	5 minutes	Admin Aide IV (Clerk II)
3. Submit the application forms and required documents	3.1 Checking and for signature	None	15 minutes	HRMDO
4. Submit the application forms and required documents approved by the HRMDO to the loan agency	5.1 Pick up the loan applications and required documents and forward to the loan agency	None	15 minutes	Loan Applicant
Total:	None		1 hour	



#### 4. Preparation of Payroll

The Administrative Division is the responsible in preparing the payroll of both regular and job order employees

Office or Division:		Administrative Division		
Classification:		Simple		
Types of Transaction:		G2G - Government to Government		
Who may avail:		Employees, HRMDO, Accounting Office		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Daily Time Record (DTR)		E-mail from HRMDO		
2. Approved Leave application if any		HRMDO		
3. Other Attachments: travel order, certificate of appearance		CEO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for payroll thru phone or personal	1.1 E-mail PDF file of DTR to Admin	None	10 seconds	HRMDO
	1.2 Print DTR file	None	2 hours	Admin. Aide IV (Clerk II)
		None	2 hours	Admin. Asst. II/ Admin. Officer II
	1.3 Tally DTR with time sheet and attendance to flag ceremony	None	2 hours	Admin. Asst. II/ Admin. Officer II
	1.4 Check DTR for leave of absence	None	30 minutes	Liaison Officer
	1.5 Pick up approved application for leave of absence	None	45 minutes	Admin. Asst. II/ Admin. Officer II
1.6 Distribute DTR to respective		None	1 day	Admin. Asst. II/



employees for signature			Admin. Officer II
1.7 Attach necessary documents to the DTR such as approved leave, travel order, certificate of appearance and justification	None	10 minutes	
	None	2 hours	CEO Employees
	None	2 hours	
	None	2 hours	Admin. Asst. II/ Admin. Officer II
1.8 Submit DTR to Admin. Office	None	1 hour	
	None	1 hour	Supvg Admin Officer
1.9 Review DTR for completeness of attachments	None		City Engineer
	None		Payroll Clerk
1.10 Initial the DTR	None	3 hours	
	None	10 minutes	Payroll Clerk
1.11 Sign DTR			
1.12 Check and review loans of employees			Payroll Clerk
1.13 Coordinate with accounting about billing statements of GSIS and Pag-ibig			City Engineer
1.14 Prepare and encode payroll			
1. Sign payroll			



Total:	None	2 days 6 hours 35 minutes 10 seconds	
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**CEO  
BUILDING PERMIT DIVISION**





**1. Building Permit**

A. Application of Building Permit for projects with total floor area not more than 1,500 square meters of the following:

- a. Single dwelling residential of not more than three (3) storeys
- b. Commercial buildings of not more than two (2) storeys
- c. Renovation within a building with issued building permit
- d. Warehouse not more than two (2) storeys high and storing non-hazardous substance

Office or Division:	Building Permit Division
Classification:	Complex
Types of Transaction:	G2C –Government to Citizen
Who may avail:	Building Owners

Checklist of Requirements	Where to Secure
1. Four (4) copies of properly filled up and notarized Unified Application Form for Building Permit, Locational Clearance and Fire Safety Evaluation clearance	OSCP
2. Certified true copy of Original Certificate of Title (OCT)/ Transfer Certificate of Title (TCT) covering the subject lot and, in cases where the applicant is not the registered owner of the said lot, a duly notarized copy of Contract of Lease, or Deed of Absolute Sale or, in lieu of the certified true copy of OCT/ TCT, a lot location plan thru the Parcel Verification Service of the Land Registration Authority (LRA), original or updated real property tax payments, duly notarized secretary certification of the board resolution authorizing the signatory/ies (if corporation)	OSCP
3. Two (2) sets of survey plans, design plans and other documents prepared, signed and sealed over the printed names of duly licensed and registered professionals, as stipulated under Section 302 (3) of the IRR of the National Building Code of the Philippines: <ul style="list-style-type: none"> <li>a. Architectural Documents</li> <li>b. Civil/ Structural Documents (if applicable)</li> <li>c. Electrical Documents</li> <li>d. Mechanical Documents (if applicable)</li> </ul>	Applicant



e. Sanitary Documents f. Plumbing Documents (if applicable) g. Electronics Documents (if applicable) h. Geodetic Documents (if applicable) i. Fire Protection Plan (if applicable) j. Fire Safety Compliance Report				
4. Four (4) photocopies of valid licenses of all involved professionals		Applicant		
5. Estimated value of the building or structure (bill of materials and labor cost) to be erected as declared by the owner or applicant and duly notarized		Applicant		
6. One (1) set of Technical Specification signed and sealed by the professional in-charge of plans and specifications		Applicant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submission of Requirements	1.1 Receive and Assessment 1.1.1 Issuance of Unified Application Form and explain checklist of requirements 1.1.2. Accept, check and assess the completeness of the requirements 1.1.2.1. <b>If incomplete</b> , return application with list of deficiencies and lacking documents for compliance together with notice slip indicating the reason for non-processing, time received and time returned 1.1.2.2 For <b>complete application</b> , assign a unique identification number and issue an Acknowledgement Receipt indicating the date of return of applicant to pay the building fees and claim the permit  [Backroom Operations]	Based on the National Building Code (NBC) Schedule of Fees	20 minutes	Receiving Clerk - OSC P



			Within 5 Days (Complex)	BPD Clerk at OSC P and BPD – CEO & Roving Clerk
2. Get Order of Payment & pay building fees at CTO-OSCP.	2.1 Receive payment and issuance of Official Receipt		20 minutes	City Treasurers Office - BOS S
3. Claim the approved Permit at Releasing Clerk	3.1 Release the approved Building Permit 3.2. Transmit to CEO-BPD file copies		20 minutes	Releasing Clerk - OSC P
Total		Based on the National Building Code (NBC) Schedule of Fees	Complex 5 days 1 hour	

B.. Application of Building Permit (more than three (3) storeys, factories, mall, etc.)

Office or Division:	Building Permit Division
Classification:	Highly Technical
Types of Transaction:	G2C –Government to Citizen
Who may avail:	Building Owners



Checklist of Requirements	Where to Secure
1. Four (4) copies of properly filled up and notarized Unified Application Form for Building Permit, Locational Clearance and Fire Safety Evaluation clearance	OSCP
2. Certified true copy of Original Certificate of Title (OCT)/ Transfer Certificate of Title (TCT) covering the subject lot and, in cases where the applicant is not the registered owner of the said lot, a duly notarized copy of Contract of Lease, or Deed of Absolute Sale or, in lieu of the certified true copy of OCT/ TCT, a lot location plan thru the Parcel Verification Service of the Land Registration Authority (LRA), original or updated real property tax payments, duly notarized secretary certification of the board resolution authorizing the signatory/ies (if corporation)	OSCP
3. Two (2) sets of survey plans, design plans and other documents prepared, signed and sealed over the printed names of duly licensed and registered professionals, as stipulated under Section 302 (3) of the IRR of the National Building Code of the Philippines: <ul style="list-style-type: none"> <li>a. Architectural Documents</li> <li>b. Civil/ Structural Documents (if applicable)</li> <li>c. Electrical Documents</li> <li>d. Mechanical Documents (if applicable)</li> <li>e. Sanitary Documents</li> <li>f. Plumbing Documents (if applicable)</li> <li>g. Electronics Documents (if applicable)</li> <li>h. Geodetic Documents (if applicable)</li> <li>i. Fire Protection Plan (if applicable)</li> <li>j. Fire Safety Compliance Report</li> </ul>	Applicant
4. Four (4) photocopies of valid licenses of all involved professionals	Applicant
5. Estimated value of the building or structure (bill of materials and labor cost) to be erected as declared by the owner or applicant and duly notarized	Applicant
6. One (1) set of Technical Specification signed and sealed by the professional in-charge of plans and specifications	Applicant
7. For three (3) structures or 7.50 meters high and more: <ul style="list-style-type: none"> <li>a. Geotechnical Report/ Soil Boring Test Certification</li> <li>b. Structural Analyses and Design Computations</li> </ul>	Applicant
8. For four (4) storey structures or 12 meter high and more: <ul style="list-style-type: none"> <li>a. Fire Suppression System Plan, computations and specifications;</li> </ul>	Applicant
<ul style="list-style-type: none"> <li>b. Elevator System plan, specifications and computations;</li> </ul>	
9. For structures 50 meters high, or 10,000 sq m. or more; hospitals (50 beds or more); or schools (20 classrooms and 3 storeys or more): a. Application for installation of	Applicant



accelerogram, with baseline parameters and seismic analyses				
10. For structures 75 meters high or more: a. Structural Design Peer Review		Applicant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submission of Requirements	<p>1.1 Receive and Assessment</p> <p>1.1.1 Issuance of Unified Application Form and explain checklist of requirements</p> <p>1.1.2. Accept, check and assess the completeness of the requirements</p> <p>1.1.2.1. <b>If incomplete</b>, return application with list of deficiencies and lacking documents for compliance together with notice slip indicating the reason for non-processing, time received and time returned</p> <p>1.1.2.2 For <b>complete application</b>, assign a unique identification number and issue an Acknowledgement Receipt indicating the date of return of applicant to pay the building fees and claim the permit</p> <p>[Backroom Operations]</p>	Based on the National Building Code (NBC) Schedule of Fees	20 minutes	Receiving Clerk - OSCP
			Within 20 Days (Highly)	BPD Clerk @ OSCP & Roving Clerk



			Techni cal)	
2. Get Order of Payment & pay building fees at CTO-OSCP.	2.1 Receive payment and issuance of Official Receipt		20 minutes	BPD – CEO City Treasurers Office
3. Claim the approved Permit at Releasing Clerk	3.1 Release the approved Building Permit 3.2. Transmit to CEO-BPD file copies		20 minutes	Releasing Clerk - OSCP
	Total	Based on the National Building Code (NBC) Schedule of Fees	Highly Techni cal 20 days 1 hour	

**2. CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI)**

Requirement by Meralco for the Electrical connection

Office or Division:	Building Permit Division
Classification:	Complex
Types of Transaction:	G2C –Government to Citizen
Who may avail:	Building Owners

Checklist of Requirements	Where to Secure
<b>Electrical Permit with Business Permit (BP) and Certificate of Occupancy (CO)</b>	
1. Original Certificate Permit Form (4) Copies- Completely Filled up Electrical Plan	Building Permit Division - CEO
2. Photocopy of Building Permit (BP)	Applicant
3. If not owned, provide original notarized letter of consent from the lot owner	Lot Owner
4. Photocopy of PTR and PRC ID of Electrical Professionals with three (3) Specimen Signature	Applicant



5. Photo of Site		Applicant		
6. Provide Duplicate Copy of all Requirements		Applicant		
<b>Electrical Permit without Business Permit (BP) and Certificate of Occupancy (CO)</b>				
1. Original Electrical Form (4 copies) , completely filled up		Building Permit Division - CEO		
2. Original Electrical Layout		Applicant		
3. Photocopy of PTR and PRC ID of Electrical Professionals with three (3) Specimen Signature		Applicant		
4. Photo of Site		Applicant		
5. Provide Duplicate Copy of all Requirements		Applicant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submission of Requirements	1.1 Receive and Assessment 1.1.1 Issuance of Unified Application Form and explain checklist of requirements 1.1.2. Accept, check and assess the completeness of the requirements 1.1.2.1. <b>If incomplete</b> , return application with list of deficiencies and lacking documents for compliance together with notice slip indicating the reason for non-processing, time received and time returned 1.1.2.2 For <b>complete application</b> , assign a unique identification number and issue an Acknowledgement Receipt indicating the date of return of applicant to pay the building fees and claim the permit  [Backroom Operations]	Based on the National Building Code (NBC) Schedule of Fees	15 minutes	CEO-BPD Clerk



			Within 7 Days (Complex)	CEO-BPD Clerk
2. Get Order of Payment & pay building fees at CTO-OSCP.	2.1 2.1 Receive payment and issuance of Official Receipt		10 minutes	BPD – CEO  City Treasurers Office
3. 3. Claim the approved CFEI at Releasing Clerk	3.1 Require the copy of the Official Receipt and Release the approved CFEI		10 minutes	Releasing Clerk BPD - CEO
	Total:	Based on the National Building Code (NBC) Schedule of Fees	Complex 7 days 35 minutes	





### 3. CERTIFICATE OF OCCUPANCY

Certification that the constructed building/structures (Residential, Commercial, Industrial & Institutional) are fit for occupancy.

Office or Division:	Building Permit Division
Classification:	Complex
Types of Transaction:	G2C –Government to Citizen
Who may avail:	Building Owners

Checklist of Requirements	Where to Secure
1. Unified Application Form	OSCP
2. Three (3) copies of the Certificate of Completion (duly notarized, signed by the owner/ applicant, signed and sealed by the (duly licensed Architect or Civil Engineer in-charge of construction together with approved plan and specifications)	OSCP
3. One (1) copy of the construction logbook	Applicant
4. One (1) photocopy of the valid licenses of all involved professionals	Applicant
5. Photograph of the completed structure showing front, sides and rear areas	Applicant
6.Filled up application form for Tax Declaration	Applicant
7. Fire Safety Inspection Certificate (FSIC)	BFP
8. Fire Safety Compliance and Commissioning Report (FSCCR)	BFP

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submission of Requirements	1.1 Receive and Assessment 1.1.1 Issuance of Unified Application Form and explain checklist of requirements 1.1.2. Accept, check and assess the completeness of the requirements 1.1.2.1. <b>If incomplete</b> , return application with list of deficiencies and lacking documents for compliance together with notice slip indicating the reason for non-processing, time received and time returned	Based on the National Building Code (NBC) Schedule of Fees	20 minutes	Receiving Clerk - OSCP



	<p>1.1.2.2 For <b>complete application</b>, assign a unique identification number and issue an Acknowledgement Receipt indicating the date of return of applicant to pay the building fees and claim the permit</p> <p>[Backroom Operations]</p>		<p>Within 5 Days (Complex)</p>	<p>BPD Clerk @ OSCP &amp; Roving Clerk</p>
<p>2. Get Order of Payment &amp; pay fees at CTO-OSCP.</p>	<p>2.1 Accept payment and issue Official Receipt</p>		<p>10 minutes</p>	<p>BPD – CEO  City Treasurers Office</p>
<p>3. Claim the approved Certificate of Occupancy @ Releasing Clerk</p>	<p>3.2 Release the approved Certificate of Occupancy</p> <p>3.3 Transmit to CEO-BPD file copies</p>		<p>10 minutes</p>	<p>Releasing Clerk - OSCP</p>
	<p>Total:</p>	<p>Based on the National Building Code (NBC) Schedule of Fees</p>	<p>Complex – 5 days 1 hour 10 minutes</p>	



**4. CERTIFICATE OF USE/ OCCUPANCY (BUSINESS)**

Certification that portion of the building where business is conducted is structurally stable and safe for tenant/lessee’s use.

Office or Division:	Building Permit Division
Classification:	Highly Technical
Types of Transaction:	G2C –Government to Citizen
Who may avail:	Business Owners

Checklist of Requirements		Where to Secure		
1. Unified Application Form		OSCP		
2. Three (3) copies of the Certificate of Completion (duly notarized, signed by the owner/ applicant, signed and sealed by the (duly licensed Architect or Civil Engineer in-charge of construction together with approved plan and specifications)		OSCP		
3. One (1) copy of the construction logbook		Applicant		
4. One (1) photocopy of the valid licenses of all involved professionals		Applicant		
5. Photograph of the completed structure showing front, sides and rear areas		Applicant		
6. Filled up application form for Tax Declaration		Applicant		
7. Fire Safety Inspection Certificate (FSIC)		BFP		
8. Fire Safety Compliance and Commissioning Report (FSCCR)		BFP		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submission of Requirements	1.1 Receive and Assessment 1.1.1 Issuance of Unified Application Form and explain checklist of requirements 1.1.2. Accept, check and assess the completeness of the requirements 1.1.2.1. <b>If incomplete</b> , return application with list of deficiencies and lacking documents for compliance together with notice slip indicating the reason for non-	Based on the National Building Code (NBC) Schedule of Fees	20 minutes	Receiving Clerk - OSCP



	<p>processing, time received and time returned</p> <p>1.1.2.2 For <b>complete application</b>, assign a unique identification number and issue an Acknowledgement Receipt indicating the date of return of applicant to pay the building fees and claim the permit</p> <p>[Backroom Operations</p>		<p>Within 20 Days (Highly Technical)</p>	<p>BPD Clerk @ OSC P &amp; Roving Clerk</p>
<p>2. Get Order of Payment &amp; pay fees at CTO-OSCP.</p>	<p>2.1 Accept payment and issue Official Receipt</p>		<p>10 minutes</p>	<p>BPD – CEO City Treasurers Office</p>
<p>3. Claim the approved Certificate at Releasing Clerk</p>	<p>3.2 Release the approved Certificate of Use / Occupancy (Business)</p> <p>3.3 Transmit to CEO-BPD file copies</p>		<p>10 minutes</p>	<p>Releasing Clerk - OSC P</p>
	<p>Total:</p>	<p>Based on the National</p>		



	Building Code (NBC) Schedule of Fees	Highly Technica 1 – 20 days 40 minutes	
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**5. APPLICATION FOR MECHANICAL PERMIT**

Office or Division:	Building Permit Division
Classification:	Complex
Types of Transaction:	G2C –Government to Citizen
Who may avail:	Building Owners

Checklist of Requirements	Where to Secure
Notarized Authorization Letter and Contact Number	For Applicants Representative
Application Forms for Mechanical Permit, signed and sealed by duly licensed professionals and signed by the owners	OSCP
Clear photocopies of valid PRC IDs and current PTRs with dry seal and 3 original specimen signatures	Applicant
Sets of complete mechanical plans, details and computations signed and sealed by duly licensed professionals and signed by the owners	Applicant
Bill of materials with sign and seal of professional	Applicant
Fire Safety Clearance	BFP

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submission of Requirements	1.1 Receive and Assessment 1.1.1 Issuance of Unified Application Form and explain checklist of requirements 1.1.2. Accept, check and assess the	Based on the National Building Code (NBC) Schedule of Fees	20 minutes	



	<p>completeness of the requirements</p> <p>1.1.2.1. <b>If incomplete</b>, return application with list of deficiencies and lacking documents for compliance together with notice slip indicating the reason for non-processing, time received and time returned</p> <p>1.1.2.2 For <b>complete application</b>, assign a unique identification number and issue an Acknowledgement Receipt indicating the date of return of applicant to pay the building fees and claim the permit</p> <p>[Backroom Operations]</p>		<p>Within 7 Days (Complex)</p>	<p>CEO-BPD Clerk</p> <p>CEO-BPD Clerk</p>
2. Get Order of Payment & pay fees at CTO-OSCP.	3.1 Accept payment and issue Official Receipt		10 minutes	<p>BPD – CEO</p> <p>City Treasurers Office</p>
3. Claim the approved Mechanical Permit at Releasing Clerk	3.2 Require the copy of the Official Receipt and Release the approved Mechanical Permit		10 minutes	Releasing Clerk
	Total:	Based on the National Building Code (NBC) Schedule of Fees	Complex – 7 days 40 minutes	



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### 6. CERTIFICATIONS

- a. Lost copy of Building &/or Occupancy Permit
- b. Business is occupying space in the residential or in an existing business in a commercial building

Office or Division:	Building Permit Division
Classification:	Simple
Types of Transaction:	G2C –Government to Citizen
Who may avail:	Building Owners (Lessors) / Business Owners (Lessees)

Checklist of Requirements		Where to Secure		
Copies of Zoning Clearance, Barangay Clearance, CENRO Certificate, Contract of Lease/Consent, Building & Occupancy Permit of Lessor		Applicant’s copies		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit all the requirements	1.1 Receive and Assessment 1.1.1 Issuance of Unified Application Form and explain checklist of requirements 1.1.2. Accept, check and assess the completeness of the requirements 1.1.2.1. <b>If incomplete</b> , return application with list of deficiencies and lacking documents for compliance together with notice slip indicating the reason for non-processing, time received and time returned 1.1.2.2 For <b>complete application</b> , assign a unique identification number and issue an Acknowledgement Receipt indicating the date of return of applicant to pay the building fees and claim the permit  [Backroom Operations]	Based on the National Building Code (NBC) Schedule of Fees	15 minutes	CEO-BPD Clerk



			With in 5 Days	CEO- BPD Clerk
2. Get Order of Payment & pay the fees at CTO.	2.1 Accept payment and issue Official Receipt		10 minu tes	BPD – CEO  City Treas urers Office
3. Claim the approved Certification	3.1 Require the copy of the Official Receipt and Release the Certification		10 minu tes	BPD- Relea sing Clerk
Total:		Based on the National Building Code (NBC) Schedule of Fees	5 days 35 minu tes	





**CEO  
CONSTRUCTION DIVISION**

**1. Implementation of the Construction Protocols of  
Bidded Infrastructure Projects**



Ensures construction procedures are followed with respect to plans and specification

Office or Division:	City Engineers Office - Construction Division
Classification:	Highly Technical
Types of Transaction:	G2B - Government to Business Owners
Who may avail:	Contractor / Winning Bidder

Checklist of Requirements		Where to Secure		
Bid Documents		BAC Secretariat		
Certifications		Construction Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for Pre-Construction Inspection	1.1 Schedule the pre-construction inspection	None	4 hours	Division Head
	1.2 Conduct joint pre-construction of project inspection		4 hours	Division Head, Project Engineer, Project Inspector, MQC, Safety
	1.3 Discuss the scope of work, specification and plan		4 hours	Division Head, Project Engineer, Project Inspector, MQC, Safety
	1.4 Project monitoring and inspection		Depends on the contract time	Project Engineer, Project Inspector, MQC, Safety



<b>A. Road / Drainage / Pathway / Bridge / Spillway / Riprap</b>				
1. Request for FDT	1.1 Witness the FDT procedure	None	3 Hours	Project Engineer, MQC
2. Submission of FDT result	2.1 Check and approve the result		1 Hour	Head of MQC
3. Request for pouring	3.1 Inspection of site, base preparation and compaction		Depends on the location	Project Engineer, MQC
	3.2 Issuance of pouring slip		15 minutes	Head of MQC
4. Breaking of concrete sample	4.1 Witness the breaking of beam sample		4 hours	Project Engineer, Head of MQC
<b>B. Building</b>				
1. Request for pouring	1.1 Inspection of site	None	Depends on the location	Project Engineer, MQC
	1.2 Issuance of pouring slip		15 minutes	Head of MQC
2 Breaking of concrete sample	2.1 Witness the breaking of cylinder sample	None	4 hours	Project Engineer, MQC
2. Request of Material quality certification	2.1 Inspection of materials as per specification	None	4 hours	MQC
	2.2 Approval and issuance of certification		15 minutes	Head of MQC



3. Provide PPE and follow Safety Policy and Health Program	3.1 Checking of Personal Protective Equipment (PPE) and warning signs	None	Depends on the Contract time	Safety Officer
Other Related Documents (if necessary)				
4. Submit request letters to admin office for recording and routine.	4.1 Receive request letters for routine		4 hours	Admin. Staff
5. Request letter for Time Extension / Suspension / Resumption Order	5.1 Receive letters with routine slip	None	4 hours	Division Head ,Project Engineer
	5.2 Prepare letter of approval		4 hours	Project Engineer
6. Request for Additional Work Order	6.1 Receive letters with routine slip	None	4 hours	Division Head , Project Engineer
	6.2 Prepare estimate and plan for additional work order upon approval		3 Days	Project Engineer
7. Request for Change / Variation Order	7.1 Receive letters with routine slip	None	4 hours	Division Head ,Project Engineer
	7.2 Prepare estimate and plan for change / Variation Order		3 Days	Project Engineer



8. Request for final inspection and final billing	8.1 Schedule of final inspection	None	10 minutes.	Division Head
	8.2 Preparation of SWA and all certifications		1 Day	Project Engineer
	8.3 Signing of SWA and all certifications		1 Day	Division Head, Project Engineer, Head of MQC, Head of Safety, City Engineer
9. Submit all approved original copy of contract documents	9.1 Receive and record documents submitted	None	1 Day	Receiving Clerk
	9.2 Secure copies of contract documents for office file		1 Day	Receiving Clerk
Total:		None	16 days 55 minutes * Depends on the Contract time	



**CEO**  
**ELECTRICAL AND MECHANICAL SAFETY DIVISION**



**A. External Services**

**1. Preparations of Plan and Program of Works prior to the request of the General Public/ Barangay Officials/ Public Schools**

Assisting the general public, barangay officials, public schools servants in the preparations of plan and program of works related to electrical services.

Office or Division:	City Engineer’s Office – Electrical Mechanical Safety Division
Classification:	Highly Technical
Types of Transaction:	G2G - Government to Government
Who may avail:	Government Employees/Government Officials/ Government Sector/Public School Principals/Public Teachers

Checklist of Requirements		Where to Secure		
Letter of Request/ Barangay Resolution		Barangay Hall		
Letter of Request		Public School Principals/Teachers		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
<b>1. Submit Request</b> Submit request to the personnel in-charge who records and submits the same to the City Engineer	1.1 Receive Letter of Request	None	30 min	Administrative Staff/ Department Head
	<b>1.2 Facilitation</b> City Engineer endorses the request to the Electrical Mechanical Safety Division Head and/or Staff Electrical Engineer			City Engineer
	<b>1.3 Evaluation and Assessment</b> Electrical Engineer (EE) evaluates and assesses the request			Electrical Engineer



	<p><b>1.4 Site Inspection and Investigation</b>                  EE coordinates with the personnel in-charge/Barangay/ Government Officials concerned and conducts site inspection</p>	None	1 day	Electrical Engineer
	<p><b>1.5 Preparation of Material Requisition/ Canvass Slip</b>                  EE prepares Materials Requisition/ Canvass Slip to be endorsed to GSD Canvassing Officer</p>	None	30 min	Electrical Engineer
	<p><b>1.6 Preparation of Program of Works</b>                  EE prepares Plans (if needed), Program of Works including Bill of Materials with Prices of materials as canvassed by GSD Canvassing Officer</p>	None	2 days	Electrical Engineer
	<p><b>1.7 Checking and Recommendation of Program of Works</b>                  Division Head checks and evaluates the Program of Works</p>	None	2 days	Division Head/ Professional Electrical Engineer
	<p><b>1.8 Approval of Program of Works</b>                  City Engineer approves the Program of Works</p>	None		City Engineer
	<p><b>1.9 Endorsement of Program of Works to the Client</b>                  EE endorses approved Program of Works to the corresponding Barangay/ Government Officials/Principal/Public Teachers to be endorsed to GSD for procurements</p>	None		Electrical Engineer/ Engineering Assistant





	1.10.1 If no bidding is required	None	3 to 5 days	Purchaser
	1.10.2 If bidding is required	None	maximum of 20 days	
<b>2. Confirmation of Materials Delivery</b> Client shall inform EE regarding delivery of electrical materials to the site	2.1 Scheduling of Project Execution	None	5 min	Purchaser Division Head/ Electrical Engineer
	<b>2.2 Installation / Implementation / Verification of the Requested Project (by request)</b> Upon procurement, bidding, and delivery of the requested electrical materials	None	1-3 days (depending on the scope of work)	Electrical Engineer/ Electricians
Total:	None	No bidding – 11 days 1 hour and 5 minutes  With bidding – 25 days 1 hour and 5 minutes		

**2. Request for Certificate of Clearance**

Clearance for the Installation of Electrical Facilities

Office or Division:	City Engineer’s Office – Electrical Mechanical Safety Division
Classification:	Highly Technical
Types of Transaction:	G2G - Government to Government



Who may avail:	Government Employees/Government Officials/ Government Sector/Public School Principals/Public Teachers
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Checklist of Requirements	Where to Secure
Letter of Request/ Barangay Resolution	Barangay Hall
Letter of Request (for commercial/residential)	Meralco

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
<b>1. Submit Request</b> Submit request to the personnel in-charge who records and submits the same to the City Engineer	1.1 Receive Letter of Request	<b>None</b>	<b>2 days</b>	Administrative Staff/ Department Head
	<b>1.2 Facilitation</b> City Engineer endorses the request to the Electrical Mechanical Safety Division Head and/or Staff Electrical Engineer			City Engineer
	<b>1.3 Evaluation and Assessment</b> Electrical Engineer (EE) evaluates and assesses the request			Electrical Engineer
	<b>1.4 Site Inspection and Investigation</b> EE coordinates with the personnel in-charge/ Government Officials/ Citizens of Batangas City concerned and			Electrical Engineer



	conducts site inspection			
	<b>1.5 Preparation of Certificate of Clearance</b> EE prepares Certificate of Clearance for the installation of electrical facilities	<b>None</b>	<b>1 day</b>	Electrical Engineer/ Clerk
	<b>1.6 Preparation of Order of Payment</b> Assessment of Electrical Permit and Excavation Fees	<b>None</b>		Electrical Engineer/ Clerk
<b>2. Claiming / Payment of Order of Payment</b> Claim Order of Payment at City Engineer's Office - Building Permit Division	2.1 Releasing of Order of Payment	<b>None</b>	<b>5 min</b>	Electrical Engineer/ Clerk
3. Proceed to City Treasurer's Office for the payment of fees	3.1 Payment of Fees	<b>Refer to Order of Payment</b>	<b>5 min</b>	Revenue Collecting Officer City Treasurer Office-
	<b>3.2 Approval of Certificate of Clearance</b> City Engineer evaluates and approves the Certificate of Clearance	<b>None</b>	<b>5 min</b>	City Engineer



<b>4. Claiming of Certificate</b> Claim the requested Certificate of Clearance for the installation of electrical facilities	Releasing of Certificate	<b>None</b>	<b>5 min</b>	Electrical Engineer/ Clerk
Total:			3 days 20 minutes	

### 3. Request for Certificate of Clearance

Clearance for the Installation of Electrical Facilities

Office or Division:	City Engineer’s Office – Electrical Mechanical Safety Division
Classification:	Highly Technical
Types of Transaction:	G2B - Government to Business Owners
Who may avail:	Residential/Commercial Owners

Checklist of Requirements		Where to Secure		
Letter of Request/ Barangay Resolution		Barangay Hall		
Letter of Request (for commercial/residential)		Meralco		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
<b>1. Submit Request</b> Submit request to the personnel in-charge who records and submits the same to the City Engineer	1.1 Receive Letter of Request	<b>None</b>	<b>2 days</b>	Administrative Staff/ Department Head
	<b>1.2 Facilitation</b> City Engineer endorses the request to the Electrical Mechanical Safety Division Head and/or Staff Electrical Engineer			City Engineer



	<p><b>1.3 Evaluation and Assessment</b> Electrical Engineer (EE) evaluates and assesses the request</p>			Electrical Engineer
	<p><b>1.4 Site Inspection and Investigation</b> EE coordinates with the personnel in-charge/ Government Officials/ Citizens of Batangas City concerned and conducts site inspection</p>			Electrical Engineer
	<p><b>1.5 Preparation of Certificate of Clearance</b> EE prepares Certificate of Clearance for the installation of electrical facilities</p>	None	1 day	Electrical Engineer/ Clerk
	<p><b>1.6 Preparation of Order of Payment</b> Assessment of Electrical Permit and Excavation Fees</p>	None		Electrical Engineer/ Clerk



<p><b>2. Claiming / Payment of Order of Payment</b> Claim Order of Payment at City Engineer's Office - Building Permit Division</p>	<p>2.1 Releasing of Order of Payment</p>	<p><b>None</b></p>	<p><b>5 min</b></p>	<p>Electrical Engineer/ Clerk</p>
<p>3. Proceed to City Treasurer's Office for the payment of fees</p>	<p>3.1 Payment of Fees</p>	<p><b>Refer to Order of Payment</b></p>	<p><b>5 min</b></p>	<p>Revenue Collecting Officer City Treasurer Office</p>
	<p><b>3.2 Approval of Certificate of Clearance</b> City Engineer evaluates and approves the Certificate of Clearance</p>	<p><b>None</b></p>	<p><b>5 min</b></p>	<p>City Engineer</p>
<p><b>Claiming of Certificate</b> Claim the requested Certificate of Clearance for the installation of electrical facilities</p>	<p>Releasing of Certificate</p>	<p><b>None</b></p>	<p><b>5 min</b></p>	<p>Electrical Engineer/ Clerk</p>
<p>Total:</p>			<p>3 days 20 minutes</p>	



**CEO  
MAINTENANCE DIVISION**

**A. External  
Service**



**1. Repair and Maintenance of Roads, Bridges, Schools and Other Public Infrastructure**

Assist the general public, barangay, public school servants, government offices and other public infrastructure upon request for repair and maintenance

Office or Division:	City Engineers Office - Maintenance Division
Classification:	Complex
Types of Transaction:	G2B - Government to Government
Who may avail:	Barangay, Government Offices, Public School

Checklist of Requirements		Where to Secure		
Letter of Request/ Barangay Resolution		Barangay Hall, Govt. Offices, Public School		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Letter of Request -submit request to the CEO office or to personnel-in charge Admin Staff	1.1 Received request for record and endorsement to the head of office/CE	None	5 minutes	Administrative Staff/ Department Head
	1.2 Maintenance Engineer and staff evaluate, discuss and schedule the request for site inspection	None	1 Hour	Maintenance Engineer
2. Accompany the inspectors for the inspection of their request	2.1 Site Inspection and Investigation - Maintenance Engineer coordinates with the personnel in-charge/ Government Offices/ Barangay official, Public School Principal concerned, and conducts site inspection, and gather data for preparation of	None	1 day	Maintenance Engineer





	Bill of Materials and Program of Works			
3. Pick up the approved program of work and endorse to the government agency for budget allocation	3.1 Submit program of work to the civil engineer for signature, notify the client upon approval of program of work	None	1 day	client
4. Client to inform the maintenance engineer regarding the availability of materials	4.1 Schedule the execution of project	None	2-7 days depending on the scope of work	Maintenance Engineer
<b>TOTAL</b>		None	9 days 1 hour 5 minutes	

**2. REQUEST FOR ASSISTANCE FOR CLEARING OBSTRUCTION**

Office or Division:	Maintenance Division
Classification:	Simple
Types of Transaction:	G2C –Government to Citizen
Who may avail:	Building Owners

Checklist of Requirements		Where to Secure		
Letter Request		Applicant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1.1 Receive and Assessment	None	5 minutes	



<p>1. Submission of Request</p>	<p>1.1.1 Received request for record and endorsement to the head of office/CE and explain checklist of requirements</p> <p>1.1.2. Maintenance Engineer and staff evaluate, discuss and schedule the request for clearing obstruction</p>		<p>15 minutes</p>	<p>Administrative Staff/ Department Head</p> <p>Maintenance Engineer</p>
<p>2 Site Inspection Assistance</p>	<p>3.1 Site Inspection and data gathering for clearing obstruction</p> <p>3.2 Schedule the execution of project</p>	<p>None</p>	<p>1 day</p>	<p>Maintenance Engineer</p>
<p>3. Supervise the clearing obstruction</p>	<p>3.2 Actual work for clearing obstruction</p>	<p>None</p>	<p>2 days</p>	<p>Maintenance/ Motorpool Division</p>
<p>Total:</p>			<p>Simple 3 days 35 minutes</p>	



**CEO  
MOTORPOOL DIVISION**

**A. External Services**

**1. Issuance of Certification of Road Worthiness of Tricycle Franchise**



## Motor Inspection for Tricycle Road Worthiness

Office or Division:	City Engineer’s Office- Motorpool
Classification:	SIMPLE
Type of Transaction:	G2B – Government to Business entity
Who may avail:	Franchise Owners of Tricycle operating in Batangas City

Checklist of Requirements		Where to Secure		
<b>RENEWAL</b>	Notarized application Form	TRANSPORTATION DEVELOPMENT REGULATORY OFFICE (TDRO)		
	Official Receipt			
	Certificate of Registration (Original Copy)			
	Barangay Clearance			
	Insurance of Tricycle			
	OR-Payment of the Renewal of Registration of Tricycle			
<b>CHANGE MOTOR</b>	Notarized application Form	TRANSPORTATION DEVELOPMENT REGULATORY OFFICE (TDRO)		
	Official Receipt			
	Certificate of Registration (Original Copy)			
	Barangay Clearance			
	Insurance of Tricycle			
	OR-Payment of the Renewal of Registration of Tricycle			
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>



1. Submit the requirements	1.1 Check all requirements Incomplete Documents- NO Inspection	None	1 minute	Clerk
2. Present tricycle for inspection	2.1 Inspect tricycle for road worthiness as per items on checklist	None	15 minutes	Mechanical Personnel or Engineer
3. Claim your certificate	3.1 Encode inspection result 3.2 Sign certification for approval 3.3 Release certificate of Road Worthiness to the requesting party leaving a copy for CEO as reference	None	15 minutes	Clerk
Total:		None	31 minutes	

**2. Issuance of Certification of Pre Inspection of Service Vehicle**  
Inspection of Service Vehicles Before Repair

Office or Division:	City Engineer’s Office- Motorpool
Classification:	SIMPLE
Types of Transaction:	G2G - Government to Government
Who may avail:	Barangay and Departments of the City Government using Government Service Vehicles

Checklist of Requirements		Where to Secure		
Letter of Request addressed to the City Engineer		Barangay Hall / Department Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Submit letter of request	1.1 Read letter of request 1.2 Attach order slip from City Engineer then proceed to next step	None	3 minute	Admin personnel
2. Present vehicle for inspection	2.1 The mechanical personnel will conduct initial inspection If a repair is needed, advise the client for repairs to be done	None	15 minutes	Mechanical Personnel or Engineer
3. Claim your certificate	3.1 Encode inspection result 3.2 Sign certification for approval 3.3 Release certificate of pre inspection to the requesting client leaving a copy for CEO as reference	None	20 minute	Clerk
Total:		None	38 minutes	

**3. Issuance of Certification of Post Inspection of Service Vehicle**  
Inspection of Service Vehicles After Repair

Office or Division:	City Engineer’s Office- Motorpool
Classification:	SIMPLE
Types of Transaction:	G2G - Government to Government
Who may avail:	Barangay and Departments of the City Government using Government Service Vehicles

Checklist of Requirements		Where to Secure		
Letter of Request addressed to the City Engineer		Barangay Hall / Department Office		
Price quotation of spare parts installed bearing the vehicle’s plate number		Servicing repair shop		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit letter of request	1.1 Read letter of request 1.2 Attach order slip from City Engineer then proceed to next step	None	3 minute	Admin personnel



2. Present vehicle for inspecti on	2.1 The mechanical personnel will check if all spare parts are properly installed	None	15 minute s	Mechanical Personnel or Engineer
3. Claim your certific ate	3.1 Encode inspection result 3.2 Sign certification for approval 3.3 Release certificate of post inspection to the requesting client leaving a copy for CEO as reference	None	20 minute	Clerk
Total:		None	38 minute s	



**CEO  
WATERWORKS DIVISION**

**A. External Services**





**1. Repair of Artesian Wells, Jetmatic Pumps & Waterworks System**

Repair of Artesian Wells, Jetmatic Pumps & Waterworks System in various barangays/RWSAs

Description of Service: Repair Works

Office or Division:	City Engineer's Office - Waterworks Division
Classification:	Complex
Types of Transaction:	G2C - Clients are transacting public
Who May Avail:	Barangays/RWSAs

Checklist of Requirements		Where to Secure		
Request for repair		The concerned barangay or RWSA must submit their written request for repair to the City Engineer		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit letter of request	1.1 Receives Job Order/Routine Slip and letter of request for repair	None	5 min.	Clerk
	1.2 Schedules inspection of proposed repair works	None	10 min.	Division Chief
	1.3 Conduct inspection of proposed repair works	None	1 to 4 hrs.	Engineers / Well Driller / Plumber
	1.4 Prepares Materials Requisition, Slip/Bill of Materials & Cost Estimates & Program of Works	None	1 to 4 hrs.	Engineer
	1.5 Sign Materials Requisition, Slip/Bill of Materials & Cost Estimates & Program of Works	None	10 min.	Division Chief / Engineer



2. Claim of repair materials	2.1 Schedules repair works	None	10 min.	Division chief
	2.2 Repair artesian wells and jetmatic pumps	None	4 to 8 hrs.	Well Drillers / Plumbers
	2.3 Repair waterworks systems	None	4 to 16 hrs.	Well Drillers / Plumbers
Total:		None	4 days 35 mins	

## 2. Repair of Water & Sanitary Lines

Repair of Water & Sanitary Lines at Various Government Buildings

Description of Service: Repair Works

Office or Division:	City Engineer's Office - Waterworks Division
Classification:	Complex
Types of Transaction:	G2G - Client is another Government Agency, Government Employee/Official
Who May Avail:	Various Government Offices

Checklist of Requirements	Where to Secure
Request for repair	The concerned office must submit their written or verbal request for repair to the City Engineer

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request for repair	1.1 Receives Job Order/Routine Slip and request for repair	None	5 min.	Clerk



	1.2 Schedules inspection of proposed repair works	None	10 min.	Division Chief
	1.3 Conduct inspection of proposed repair works	None	1 to 4 hrs.	Engineers / Well Driller / Plumber
	1.4 Prepares Materials Requisition, Slip/Bill of Materials & Cost Estimates & Program of Works	None	1 to 4 hrs.	Engineer
	1.5 Sign Materials Requisition, Slip/Bill of Materials & Cost, Estimates & Program of Works	None	10 min.	Division Chief / Engineer
2. Claim of repair materials	2.1 Schedules repair works	None	10 min.	Division chief
	2.2 Repair water and sanitary lines	None	4 to 16 hrs.	Well Drillers / Plumbers
Total:		None	3 days 35 mins	

**3. Preparation of Program of Works, Bill of Materials & Cost Estimates, Design, Plans, and Specifications**

Preparation of Program of Works, Bill of Materials & Cost Estimates, Design, Plans, and Specifications

Description of Service: Engineering Works

Office or Division:	City Engineer's Office - Waterworks Division
Classification:	Highly Technical
Types of Transaction:	G2C - Client is the transacting public
Who May Avail:	Barangays/RWSAs



Checklist of Requirements	Where to Secure
Request for inspection & POW	The concerned barangay or RWSA must provide a written request for inspection and preparation of POW, BOM, plans & specifications to the City Engineer

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request for inspection and preparation of POW, BOM, plans and specifications	1.1 Receives Job Order/Routine Slip and request for repair	None	5 min.	Clerk
	1.2 Schedules inspection works	None	10 min.	Division Chief
	1.3 Conduct inspection works	None	4 to 6 hrs.	Engineers
	1.4 Designs proposed waterworks project	None	4 to 6 hrs.	Engineer
	1.5 Drafts plan of proposed waterworks	None	4 to 24 hrs.	Draftsman (Autocad)
	1.6 Prepares Materials Requisition, Slip/Bill of Materials & Cost, Estimates & Program of Works	None	4 to 24 hrs.	Engineer
	1.7 Sign Materials Requisition, Slip/Bill of Materials & Cost, Estimates & Program of Works	None	30 min.	Division Chief / Engineer
2. Obtain copy of POW, BOM, plans and specifications	2.1 Submits all documents to the City Engineer for signing and release	None	10 min.	Clerk
<b>Total:</b>		None	7days 4 hours 55 mins	



#### 4. Implementation of Government Projects

Monitoring/supervision of all city and barangay funded waterworks projects

Description of Service: Engineering Works

Office or Division:	City Engineer's Office - Waterworks Division
Classification:	Highly Technical
Types of Transaction:	G2B - Client is a business entity
Who May Avail:	Contractor

Checklist of Requirements	Where to Secure
Bid Documents	BAC Secretariat
Request for final inspection	Contractor
Contract documents	Contractor

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Bid Documents	1.1 Receives Job Order/Routine Slip and Bid Documents	None	5 min.	Clerk
	1.2 Checks the completion of the documents	None	30 min.	Division Chief
2. Attend pre-construction meeting	2.1 Distribute and discuss the details of the project with the project engineer, safety engineer, materials engineer and the contractor	None	1 to 3 hrs.	Division Chief / Engineers
	2.2 Monitor/inspect the on going project until its accomplishment	None	4 hrs. / day	Division Chief/ Engineers
3. Submit written		None	5 min.	Clerk



request for final inspection	3.1 Receives Job Order/Routine Slip and request			
	3.2 Schedules final inspection	None	10 min.	Division Chief
	3.3 Conduct final inspection	None	4 to 6 hrs.	Division Chief / Engineers
4. Submit contract documents	3.4 Receives contract documents	None	5 min.	Clerk
	4.1 Prepares documents for collection	None	4 to 6 hrs.	Engineer
	4.2 Sign documents for collection	None	20 min.	Division Chief / Engineer
Total:		None	2 days 4 hours 15 mins	

**Feedbacks and Complaints Mechanism**

Our office will accept feedback and complaint fairly and squarely.

Feedbacks whether positive or negative will be given attention and make them our basis for improving our services.

Complaints will be analyzed and responded to at the soonest time possible. However, complainants must reveal identity and state their complaints clearly and with legal basis.

For your feedbacks and complaints, please feel free to contact the following numbers:

- Administrative Division – 043 – 723 – 6882
- Building Permit Division – 043 – 723 – 6883
- Construction Division - 043 – 723 – 3023
- Electrical and Mechanical
  - Safety Division - 043 – 702 – 2502
- Maintenance Division - 043 – 723 – 2197
- Motorpool Division - 043 – 723 - 2187
- Planning and Programming
  - Division - 043 – 723 – 2153



Waterworks Division	-	043 – 723 – 1306
ARTA	-	<b>complaints@arta.gov.ph</b> 1 – ARTA (2782)
PCC	-	8888
CCB	-	0908 – 881 – 6565 (sms)