



Republic of the Philippines
CITY GOVERNMENT OF MUNTINLUPA
CITY ENGINEERING DEPARTMENT
CITIZEN'S CHARTER



STEP	PROCEDURES	DURATION	RESPONSIBLE PERSON	ORIGINATING OFFICE	DESTINATION	REMARKS
A. FOR INFRASTRUCTURE PROJECTS DONE BY ADMINISTRATION:						
1	Receive/log letter of request approved by the City Mayor	15 minutes	Administrative Staff	City Mayor's Office	City Engineer	
2	Evaluate/recommend necessary action	1 hour	City Engineer	City Engineer	Repair/Maintenance Division	
3	Delegate/assign task to concerned personnel who is responsible to undertake necessary action	15 minutes	Repair/Maintenance Division Head	Repair/Maintenance Division	Section Head	
4	Actual on-site inspection	1 day	Division Head Section Head Inspector	Repair/Maintenance Division	Division Head	
5	Evaluate/recommend necessary action for the feasibility of the requested project	1 day	Division Head Section Head Inspector City Engineer Assistant City Engineer	Repair/Maintenance Division	City Mayor	
6	Prepare program of work for engineering projects: designs, plans, lay-outs and cost estimates	1 month	Surveyor Draftsman Engineer Division Head Assistant City Engineer City Engineer	Design/Construction Division	City Mayor	

STEP	PROCEDURES	DURATION	RESPONSIBLE PERSON	ORIGINATING OFFICE	DESTINATION	REMARKS
7	Receive approved Bill of Materials/prepare Purchase Request and Canvass Sheet/transmit to concerned department for approval	1 hour	Administrative Staff City Engineer	City Mayor's Office	Procurement Department	
8	Receive approved PR/Actual Canvass and transmit to BAC for budget allocation	15 minutes	Administrative Staff	Procurement Department	Budget Department	
9	Receive Budget Certificate/transmit to concerned department for attachment of BAC Resolution	15 minutes	Administrative Staff	Budget Department	Bids and Awards Committee	
10	Receive documents for approved budget allocation/transmit to concerned department for quotation	15 minutes	Administrative Staff	Bids and Awards Committee	Procurement Department	
11	Receive approved documents/prepare Obligation Request/Purchase Order and transmit to concerned department for processing	30 minutes	Administrative Staff City Engineer	Procurement Department	Budget Department	
12	Receive Notice to Proceed and Notice of Award	15 minutes	Administrative Staff	Bids and Award Committee	City Engineer	
13	Implement approved Program of Work/monitor progress of on-going project until completion	30 days – for 1M below contract price 3 months to 2 years – for 1M above contract price	Engineer Division Head Assistant City Engineer City Engineer	Repair/Maintenance Division	City Engineer	
14	Conduct project inspection for declaration acceptance/accomplishment	1 week	Division Head Assistant City Engineer City Engineer	Repair/Maintenance Division	Accounting Department	

STEP	PROCEDURES	DURATION	RESPONSIBLE PERSON	ORIGINATING OFFICE	DESTINATION	REMARKS
B. FOR INFRASTRUCTURE PROJECTS DONE BY CONTRACTORS:						
1	Receive/log letter of request approved by the City Mayor	15 minutes	Administrative Staff	City Mayor's Office	City Engineer	
2	Evaluate/recommend necessary action	1 hour	City Engineer	City Engineer	Design/Construction Division Head	
3	Delegate/assign task to concerned personnel who is responsible to undertake necessary action	15 minutes	Design/Construction Division Head	Design/Construction Division	Section Head	
4	Actual on-site inspection	1 day	Division Head Section Head Inspector	Design/Construction Division	Division Head	
6	Evaluate/recommend necessary action for the feasibility of the requested project	1 day	Division Head Section Head Inspector Assistant City Engineer City Engineer	Design/Construction Division	City Mayor	
7	Prepare program of work for engineering projects: designs, plans, lay-outs and cost estimates	1 month	Surveyor Draftsman Engineer Division Head Assistant City Engineer City Engineer	Design/Construction Division	City Mayor	
8	Receive approved Bill of Materials/transmit to concerned department for evaluation and awarding of project to contractors	15 minutes	Administrative Staff City Engineer	City Mayor's Office	Bids and Awards Committee	
9	Receive Notice to Proceed and Notice of Award	15 minutes	Administrative Staff	Bids and Award Committee	City Engineer	
10	Implement approved Program of Work/monitor progress of on-going project until completion	30 days – for 1M below contract price; 3 months to 2 years – for 1M above contract price	Engineer Division Head Assistant City Engineer City Engineer	Design/Construction Division	City Engineer	
11	Conduct project inspection for declaration acceptance/accomplishment	1 week	Division Head Assistant City Engineer City Engineer	Design/Construction Division	Accounting Department	

STEP	PROCEDURES	DURATION	RESPONSIBLE PERSON	ORIGINATING OFFICE	DESTINATION	REMARKS
APPLICATION/RELEASING OF EXCAVATION PERMIT:						
1	Receive/log application for excavation permit	15 minutes	Administrative Staff	Administrative Division	City Engineer	
2	Evaluate/recommend necessary action	1 hour	City Engineer	City Engineer	Monitoring Division	
3	Compute fees/issue Tax Order Payment	30 minutes	Monitoring Division Head Assistant City Engineer	City Engineer	Cashier	
4	Payment of fees/issue Official Receipt	15 minutes	Applicant Cashier	Accounting Department	Monitoring Division	
5	Prepare Excavation Permit	30 minutes	Monitoring Division Head City Engineer Assistant City Engineer	Monitoring Division	City Mayor's Office	
6	Receive approved Excavation Permit/log/release to applicant	15 minutes	Administrative Staff Monitoring Division Head	City Mayor's Office	Monitoring Division Applicant	