



**CITY ARCHITECT'S OFFICE**  
**Quality Management System**

Updated Citizen's Charter

Doc Ref No.:	CAO-QMS-007
Effective Date:	10/28/2019
Revision No.:	V3
Page No.:	1 of 6

**PROCESS FLOW FOR CLIENTELE**

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY / TIME FRAME	PERSON IN CHARGE	FORMS
1	REQUEST LETTER approved by the CITY MAYOR	FRONTLINER received the documents and forward to the CITY ARCHITECT (Documents include approved letter & xerox of title)	1-3 minutes	RUBELYN H. BARRANTA / CEFERINO B. MELO	
2	REQUEST LETTER approved by the CITY MAYOR	Assigned Personnel for schedule of SITE VISIT AND INSPECTION	1 hr. – 3 hrs.	AR. LOYD ENRIQUEZ AR. JOHN HERRICK V. DUAD WILLIAM G. BULATAO	
3	REQUEST LETTER approved by the CITY MAYOR	For FEASIBILITY STUDY Evaluation and Confirmation of projects (DESIGN & SCHEMATIC PHASE)	2 - 3 days	AR. BEAUDON D. CAUSAPIN AR. LOYD R. ENRIQUEZ AR. JOHN HERRICK V. DUAD	Routing Slip
4.1	REQUEST LETTER approved by the CITY MAYOR	Design Development Phase for CONSTRUCTION DOCUMENTS  (ONLY FOR RENOVATION OF OFFICES EXCEPT REVISION)	2 – 4 weeks	AR. LOYD R. ENRIQUEZ AR. JOHN HERRICK V. DUAD WILLIAM G. BULATAO CATHERINE ROSARY I. NICOLAS ARGE E ACE NICDAO RAYN MOLDEZ	
4.2	REQUEST LETTER approved by the CITY MAYOR	Design Development Phase for CONSTRUCTION DOCUMENTS	3 months	AR. LOYD R. ENRIQUEZ	



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		(ONLY FOR MAJOR INFRASTRUCTURE PROJECTS EXCEPT REVISION)		AR. JOHN HERRICK V. DUAD WILLIAM G. BULATAO CATHERINE ROSARY I. NICOLAS ARGEE ACE NICDAO RAYN MOLDEZ	
5	REQUEST LETTER approved by the CITY MAYOR	FORWARD to Engineering Office for Engineering Drawings and Estimate	5 mins	RUBELYN H. BARRANTA CEFERINO B. MELO	Transmittal letter
6.1	REQUEST LETTER approved by the CITY MAYOR	Collaboration with Engineering Office for Engineering Design and quantity survey  (ONLY FOR RENOVATION OF OFFICES EXCEPT REVISION)	2 – 4 Weeks	AR. LOYD ENRIQUEZ AR. JOHN HERRICK DUAD	
6.2	REQUEST LETTER approved by the CITY MAYOR	Collaboration with Engineering Office for Engineering Design and quantity survey  (ONLY FOR RENOVATION OF OFFICES EXCEPT REVISION)	3 months	AR. LOYD ENRIQUEZ AR. JOHN HERRICK DUAD	



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**PROCESS FLOW FOR GOVERNMENT PROJECTS**

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY / TIME FRAME	PERSON IN CHARGE	FORMS
1	INFRASTRUCTURE PROJECTS	FRONTLINER received the documents and forward to the CITY ARCHITECT (Documents include approved letter & xerox of title)	1-3 minutes	RUBELYN H. BARRANTA / CEFERINO B. MELO	
2	INFRASTRUCTURE PROJECTS	Assigned Personnel for the SITE VISIT AND INSPECTION	1 hr. – 3 hrs.	ARCH. LOYD ENRIQUEZ AR. JOHN HERRICK V. DUAD WILLIAM G. BULATAO	Routing Slip
3	INFRASTRUCTURE PROJECTS	For FEASIBILITY STUDY Evaluation and Confirmation of projects (DESIGN & SCHEMATIC PHASE)	2 - 3 days	ARCH. BEAUDON D. CAUSAPIN ARCH. LOYD R. ENRIQUEZ AR. JOHN HERRICK V. DUAD	Routing Slip
4.1	INFRASTRUCTURE PROJECTS	Design Development Phase for CONSTRUCTION DOCUMENTS (ONLY FOR RENOVATION EXCEPT REVISION)	2 – 4 weeks	ARCH. LOYD R. ENRIQUEZ AR. JOHN HERRICK V. DUAD WILLIAM G. BULATAO CATHERINE ROSARY I. NICOLAS ARGE E ACE NICDAO RAYN MOLDEZ	



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4.2	INFRASTRUCTURE PROJECTS	Design Development Phase for CONSTRUCTION DOCUMENTS  (ONLY FOR MAJOR INFRASTRUCTURE PROJECTS EXCEPT REVISION)	3 months	ARCH. LOYD R. ENRIQUEZ AR. JOHN HERRICK V. DUAD WILLIAM G. BULATAO CATHERINE ROSARY I. NICOLAS ARGE ACE NICDAO RAYN MOLDEZ	
5	INFRASTRUCTURE PROJECTS	FORWARD to Engineering Office for Engineering Drawings and Estimate	5 mins	RUBELYN H. BARRANTA CEFERINO B. MELO	Transmittal letter
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