

Republic of the Philippines
Province of Surigao del Sur
CITY OF BISLIG

CITY ENGINEERING OFFICE

LIST OF FRONTLINE SERVICES

1. SECURING BUILDING PERMIT
2. SECURING OCCUPANCY PERMIT (STANDARD & INDIGENOUS MATERIALS)
3. SECURING WATER AND ELECTRICAL INSTALLATION CLEARANCES / PERMIT (FOR INDIGENOUS BUILDING)
4. AVAILING PREPARATION OF PROGRAM OF WORK/DESIGN (VERTICAL & HORIZONTAL)
5. REQUESTING MINOR MAINTENANCE REPAIR:
 - A. HORIZONTAL - DRAINAGE, SEWER, WATER SYSTEM, WALL PROTECTION, ROADS AND BRIDGES AND IRRIGATION
 - B. VERTICAL - BUILDINGS, WALKWAYS AND TOWERS
6. REQUESTING LIMESTONE FOR WALKWAYS,
7. REQUESTING CLEARING / REMOVAL OF TREE BRANCHES AND OTHER UNSAFE CONDITION.
8. RESPONDING EMERGENCY CALLS
9. REQUESTING SURVEY OR MINOR RELOCATION OF BOUNDARIES
10. REQUESTING MINOR REPAIRS AND INSTALLATION OF STREET LIGHTINGS

VISION STATEMENT

Improve the life of every Bisliganon through quality service and infrastructure. A Department with highly motivated, organized, experienced and well-educated, multi-tasked and adoptable, authoritative but humble, healthy and GOD-fearing individuals that can deliver fast, effective and efficient service to all

MISSION STATEMENT

- *To ensure legal and fast operation of processes and warrant efficient and effective delivery of services to the community*
- *To be consistent, patient and persuasive in the implementation of government projects without discrimination*
- *Give technical assistance to individuals in their endeavor to improve economy by using our natural wealth without destroying and disturbing its ecological balance.*
- *To provide and manage quality infrastructure facilities and services responsive to the needs of Bisliganons in the pursuit of local development objectives.*

*“WE WANT TO BE PART IN THE CONSTRUCTION OF THE STRAIGHT ROAD”
(MATUWID NA LANDAS O DAANG MATUWID)*

PERFORMANCE PLEDGE

We, the personnel of City Engineering Office are committed to render quality service and value for customers' satisfaction.

CITIZEN'S CHARTER

CITY ENGINEERING OFFICE

TYPE OF FRONTLINE SERVICE : **SECURING BUILDING PERMIT**
 SCHEDULE OF AVAILABILITY OF SERVICE : MONDAY TO FRIDAY
 8:00 AM – 5:00 PM,
 NO NOON BREAK
 WHO MAY AVAIL OF THE SERVICES? : ALL CONSTITUENTS OF BISLIG CITY
 DURATION OF TRANSACTION : 3 DAYS, 7 HOURS AND 30 MINUTES
 (Excluding WAITING TIME)

WHAT ARE THE REQUIREMENTS? :

A. FOR 20 SQ. M. AND ABOVE STRUCTURE

FIVE (5) COPIES EACH OF THE FOLLOWING DOCUMENT EITHER ORIGINAL OR CERTIFIED TRUE MACHINE COPY SIGNED AND SEALED BY THE DESIGNING ENGINEERS/SUPERVISING ENGINEERS/ARTCHITECTS:

1. BLUEPRINT BUILDING PLANS:
 - 1.1 LOCATIONAL PLAN/SITE DEVELOPMENT PLAN AND PERSPECTIVE
 - 1.2 ARCHITECTURAL PLAN
 - 1.3 STRUCTURAL PLAN
 - 1.4 SANITARY/PLUMBING PLAN
 - 1.5 ELECTRICAL PLAN
 - 1.6 MECHANICAL PLAN
 - 1.7 FIRE SAFETY PLAN
 - 1.8 ELECTRONICS PLAN FOR COMMERCIAL BUILDING
2. BUILDING/ANCILLARY PERMIT FORMS (COST ESTIMATES/BILL OF MATERIALS)
3. COST ESTIMATES/BILL OF MATERIALS
4. IN CASE FOR 2-STOREY BUILDING: STRUCTURAL ANALYSIS
5. IN CASE FOR 3-STOREY BUILDING: STRUCTURAL WITH SEISMIC ANALYSIS
6. IF APPLICANT:
 - 6.1 LOT OWNER
 - 6.1.1 ORIGINAL CERTIFICATE OF TITLE (OCT) OR TRANSFER OF CERTIFICATE OF TITLE (TCT)
 - 6.1.2 LATEST TAX DECLARATION (TD)
 - 6.1.3 SKETCH PLAN OF LOT
 - 6.2 LOT RENTER
 - 6.2.1 LEASE OF CONTRACT BETWEEN LOT OWNER AND RENTER
 - 6.2.2 LATEST TAX DECLARATION (TD) OF LOT OWNER
 - 6.2.3 SKETCH PLAN OF LOT
7. TECHNICAL SPECIFICATION
8. BARANGAY CONSTRUCTION CLEARANCE
9. LOGBOOK

IMPORTANT: PRIOR TO THE SUBMISSION OF APPLICATION FOR BUILDING PERMIT, THE OWNER/APPLICANT AND/OR THE PROFESSIONAL DESIGNER SHALL SECURE THE LOCATIONAL/ZONING AND OTHER WRITTEN CLEARANCES TO BE OBTAINED FROM VARIOUS GOVERNMENT AUTHORITIES EXERCISING REGULATORY FUNCTIONS AFFECTING BUILDING AND OTHER RELATED STRUCTURES

FEE/S : DEPENDING OF THE FLOOR AREA & TYPE OF OCCUPANCY (USED ON SCHEDULE OF FEES)

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Secures application forms	Interviews applicant and provides application forms and checklist	None	<ul style="list-style-type: none"> • Building Permit Form • Architectural Permit Form • Structural Permit Form • Sanitary/Plumbing Permit Form • Electrical Permit Form • Electronics Permit Form • Mechanical Permit Form 	30 mins.	Engr. Antonio L. Jumawan, Jr. Building Inspector II Engr. Roderick A. Carreon Engineer II (Electrical)

2	Submits required documents as stated in the checklist	Reviews and evaluates the required documents: 1. Location Plan and Line and Grade Verification 2. Architectural Plan 3. Sanitary/Plumbing Lay-out Plan 4. Structural Plan 5. Electrical/ Electronics Plan 6. Mechanical Lay-out Plan	None	<ul style="list-style-type: none"> • Building Permit Form • Architectural Permit Form • Sanitary/Plumbing Permit Form • Structural Permit Form • Electrical Permit Form • Electronics Permit Form • Mechanical Permit Form 	2 Days 1 hour 1 hour 1 hour 1 hour	Engr. Elbert E. Doliguez Engineer III (Geodetic Engineer) Arch. Demosthenes Almaden Architect III Engr. Idee B. Dapiton Draftman II Engr. Mario V. Lozada Admin. Asst. V Engr. Roderick A. Carreon Engineer II (Electrical Engineer) Engr. Gilbert P. Abugan Engineer III (Mechanical Engr.)
3		Prepares final assessment of fees and to be approved by the Building Official	None	None	30 mins.	Engr. Antonio L. Jumawan, Jr. Building Inspector II Engr. Jovino J. Requina, Jr. City Engineer
4	Pays to City Treasurer's Office	Issues Official Receipt	Base on Statement of fees issued	Official Receipt	10 mins.	Evelyn A. Layno Admin. Officer I Agnes Mildred Q. Esturas Admin. Asst. I Anna Mae A. Ellazo Admin. Aide VI
5	Back to City Engineering Office and present the Official Receipt	Prepares endorsement of the application to Bureau of Fire Protection for Fire Safety Evaluation Clearance	None	Endorsement Forms and One (1) set copy of plans.	30 mins.	Engr. Antonio L. Jumawan, Jr. Building Inspector II
6	Proceeds to Bureau of Fire Protection Department	Evaluates and Issues Fire Safety Evaluation Certificate	Based on Total Cost of Bldg.	Fire Safety Evaluation Certificate	WAITING TIME	Fire Safety Evaluator and Fire Marshall
7	Back to City Engineering Office	Final Evaluation and Recommendation	None	Line and Grade Structural Electrical Sanitary / Plumbing Mechanical	30 mins.	Engr. Antonio L. Jumawan, Jr. Building Inspector II
8	For Signature and Approval	Final Reviews and Approval of the application for building permit and other ancillary permits	None	Building Electrical Sanitary / Plumbing Mechanical	1 day	Engr. Jovino J. Requina, Jr. City Engineer/ Building official
9	Back to Receiving/ Releasing Section	Segregates approved applications & Releases the copies for the applicant/client & retain copy for filing.	None	Building Plans & supporting documents	20 mins.	Engr. Antonio L. Jumawan, Jr. Building Inspector II
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY ENGINEERING OFFICE

TYPE OF FRONTLINE SERVICE : **SECURING OCCUPANCY PERMIT (STANDARD & INDIGENOUS MATERIALS)**

SCHEDULE OF AVAILABILITY OF SERVICE : MONDAY TO FRIDAY
8:00 AM – 5:00 PM,
NO NOON BREAK

WHO MAY AVAIL OF THE SERVICES? : ALL CONSTITUENTS OF BISLIG CITY

DURATION OF TRANSACTION : (FOR 1 TO 3 STOREY BLDG)
2 DAYS, 2 HOURS AND 30 MINUTES
(Excluding WAITING TIME)

WHAT ARE THE REQUIREMENTS? :

A. FOR 20 SQ. M. AND ABOVE STRUCTURE

FIVE (5) COPIES EACH OF THE FOLLOWING DOCUMENT EITHER ORIGINAL OR CERTIFIED TRUE MACHINE COPY SIGNED AND SEALED BY THE DESIGNING ENGINEERS/SUPERVISING ENGINEERS/ARCHITECTS:

1. BLUEPRINT AS BUILDING PLANS:
 - 1.1 LOCATIONAL PLAN/SITE DEVELOPMENT PLAN AND PERSPECTIVE
 - 1.2 ARCHITECTURAL PLAN
 - 1.3 STRUCTURAL PLAN
 - 1.4 SANITARY/PLUMBING PLAN
 - 1.5 ELECTRICAL PLAN
 - 1.6 MECHANICAL PLAN
 - 1.7 FIRE SAFETY PLAN
 - 1.8 ELECTRONICS PLAN FOR COMMERCIAL BUILDING
2. CERTIFICATE OF COMPLETION DULY NOTARIZED BUILDING
3. CERTIFICATE OF ELECTRICAL COMPLETION
4. ACTUAL COST ESTIMATES/BILL OF MATERIALS
5. COMPRESSIVE STRENGTH TEST RESULT (FOR FOOTING, COLUMN, BEAMS, SLAB)
6. LOGBOOK

B. FOR INDIGENOUS BUILDING/STRUCTURE:

B.1 FOR WATER CONNECTION CLEARANCE:

3 COPIES EACH OF THE FOLLOWING DOCUMENT EITHER IN ORIGINAL OR CERTIFIED TRUE MACHINE COPY

- B.1.1 BARANGAY CONSTRUCTION CLEARANCE
- B.1.2 BUILDING SKETCH PLAN (BOND PAPER SIZE)
- B.1.3 ZONING CLEARANCE
- B.1.4 IF APPLICANT:
 - LOT OWNER
 - TRANSFER OF CERTIFICATE OF TITLE (TCT)
 - LATEST TAX DECLARATION (TD)
 - SKETCH PLAN
 - LOT RENTER
 - LEASE CONTRACT BETWEEN LOT OWNER AND RENTER
 - LATEST TAX DECLARATION (TD) OF LOT OWNER
 - SKETCH PLAN OF LOT

B.2 ELECTRICAL PERMIT CONNECTION:

- B.2.1 BARANGAY CONSTRUCTION CLEARANCE
- B.2.2 BUILDING SKETCH PLAN (BOND PAPER SIZE)
- B.2.3 ELECTRICAL LAY-OUT PLAN
- B.2.4 ELECTRICAL PERMIT APPLICATION FORM
- B.2.5 CERTIFICATE OF FINAL ELECTRICAL INSPECTION/COMPLETION FORM
- B.2.6 IF APPLICANT:

- LOT OWNER:
 - TRANSFER OF CERTIFICATE OF TITLE (TCT)
 - LATEST TAX DECLARATION (TD)
 - SKETCH PLAN OF LOT
- LOT RENTER:
 - LEASE CONTRACT BETWEEN LOT OWNER AND RENTER
 - LATEST TAX DECLARATION (TD) OF LOT OWNER
 - SKETCH PLAN OF LOT
- BUILDING RENTER:
 - LEASE CONTRACT BETWEEN BUILDING OWNER AND RENTER
 - LATEST TAX DECLARATION (TD) OF THE OWNER
 - SKETCH PLAN OF LOT

FEE/S : DEPENDING OF THE FLOOR AREA & TYPE OF OCCUPANCY (USED ON SCHEDULE OF FEES)

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Secures application forms	Interviews applicant and provides application forms and checklist	None	<ul style="list-style-type: none"> • Building Permit Form • Architectural Permit Form • Structural Permit Form • Sanitary/Plumbing Permit Form • Electrical Permit Form • Electronics Permit Form • Mechanical Permit Form 	30 mins.	Engr. Antonio L. Jumawan, Jr. Building Inspector II Engr. Roderick A. Carreon Engineer II (Electrical)

2	Submits required documents as stated in the checklist	Actual Joint Inspection: 1. Location Plan and Line and Grade Verification 2. Architectural Plan 3. Sanitary/Plumbing Lay-out Plan 4. Structural Plan 5. Electrical/ Electronics Plan 6. Mechanical Lay-out Plan	None	None	1 Day	Engr. Elbert E. Doliguez Engineer III (Geodetic Engineer) Arch. Demosthenes Almaden Architect III Engr. Idee B. Dapiton Draftman II Engr. Mario V. Lozada Admin. Asst. V Engr. Roderick A. Carreon Engineer II (Electrical Engineer) Engr. Gilbert P. Abugan Engineer III (Mechanical Engr.)
3		Prepares final assessment of fees and to be approved by the Building Official	None	None	30 mins.	Engr. Antonio L. Jumawan, Jr. Building Inspector II Engr. Jovino J. Requina, Jr. City Engineer
4	Pays to City Treasurer's Office	Issues Official Receipt	Base on Statement of fees issued	Official Receipt	10 mins.	Evelyn A. Layno Admin. Officer I Agnes Mildred Q. Esturas Admin. Asst. I Anna Mae A. Ellazo Admin. Aide VI
5	Back to City Engineering Office and present the Official Receipt	Prepares endorsement of the application to Bureau of Fire Protection for Fire Safety Evaluation Clearance	None	Endorsement Forms and One (1) set copy of plans.	30 mins.	Engr. Antonio L. Jumawan, Jr. Building Inspector II
6	Proceeds to Bureau of Fire Protection Department	Evaluates and Issues Fire Safety Evaluation Certificate	Based on Total Cost of Bldg.	Fire Safety Inspection Certificate	WAITING TIME	Fire Safety Evaluator and Fire Marshall
7	Back to City Engineering Office	Final Evaluation and Recommendation	None	Line and Grade Structural Electrical Sanitary / Plumbing Mechanical	30 mins.	Engr. Antonio L. Jumawan, Jr. Building Inspector II
8	For Signature and Approval	Final Reviews and Approval of the application for building permit and other ancillary permits	None	Building Electrical Sanitary / Plumbing Mechanical	1 day	Engr. Jovino J. Requina, Jr. City Engineer/ Building official
9	Back to Receiving/ Releasing Section	Segregates approved applications & Releases the copies for the applicant/client & retain copy for filing.	None	Building Plans & supporting documents	20 mins.	Engr. Antonio L. Jumawan, Jr. Building Inspector II
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY ENGINEERING OFFICE

TYPE OF FRONTLINE SERVICE	:	SECURING WATER AND ELECTRICAL INSTALLATION CLEARANCES / PERMIT (FOR INDIGENOUS BUILDING)
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM – 5:00 PM, NO NOON BREAK
WHO MAY AVAIL OF THE SERVICES?	:	ALL CONSTITUENTS OF BISLIG CITY
DURATION OF TRANSACTION	:	1 DAY, 1 HOUR AND 40 MINS
WHAT ARE THE REQUIREMENTS?	:	1 ORIGINAL COPY WITH 2 PHOTOCOPIES IN EACH OF THE FOLLOWING DOCUMENTS: 1. BARANGAY CONSTRUCTION CLEARANCE 2. BUILDING SKETCH PLAN OF LINE AND GRADE 3. ZONING CLEARANCE 4. ROW CLEARANCE FROM DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS (DPWH) IN CASE BUILDING IS CONSTRUCTED ALONG THE NATIONAL HIGHWAY 5. IF APPLICANT IS: A. LOT OWNER ✓ LATEST TAX DECLARATION ✓ TRANSFER CERTIFICATE OF TITLE ✓ SKETCH PLAN OF LOT APPROVED BY THE GEODETIC ENGINEER B. LOT RENTER ✓ LEASE CONTRACT ✓ LATEST TAX DECLARATION ✓ SKETCH PLAN OF THE LOT APPROVED BY THE GEODETIC ENGINEER
FEE/S	:	DEPENDING ON THE PROJECT COST

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Inquires and secures the requirements checklist	Provides checklist of requirements & application forms	None	Application Form	10 mins.	Engr. Antonio L. Jumawan, Jr. Building Inspector
2	Submits required documents	Reviews and evaluates the submitted documents. If documents are complete and in order: conducts ocular inspection for line and grade.	None	None	30 mins. 8 hours	Engr. Antonio L. Jumawan, Jr. Building Inspector
3		Prepares assessment for payment of fees	DEPENDING ON THE PROJECT COST	Assessment form	10 mins.	Engr. Antonio L. Jumawan, Jr. Building Inspector
4	Pays to City Treasurer's Office	Issues Official Receipt		Official Receipt	10 mins.	Evelyn A. Layno Admin. Officer I Agnes Mildred Q. Esturas Admin. Asst. I Anna Mae A. Ellazo Admin. Aide VI
5	Back to City Engineering Office and present the issued Official Receipt	Prepares documents for signature of the City Engineer/ Building Official for approval of the permit	None	None	10 mins.	Engr. Antonio L. Jumawan, Jr. Building Inspector
6		Signs the clearance and approval of permit	None	None	10 mins.	Engr. Jovino J. Requina, Jr. City Engineer/ Building Official
7		Segregates approve applications and releases the copies of document for the client/ applicant & retain copies for filing	None	None	20 mins	Engr. Antonio L. Jumawan, Jr. Building Inspector
8	Receives the copies of the approved clearance/ permits.		None	None		
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY ENGINEERING OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING PREPARATION OF PROGRAM OF WORK/DESIGN (VERTICAL & HORIZONTAL)
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM – 5:00 PM, NO NOON BREAK
WHO MAY AVAIL OF THE SERVICES?	:	ALL CONSTITUENTS OF BISLIG CITY
DURATION OF TRANSACTION	:	<u>BARANGAY ROADS/DRAINAGE/ SLOPE PROTECTION</u> 10 DAYS <u>BUILDINGS</u> 15 DAYS
WHAT ARE THE REQUIREMENTS?	:	APPROVED LETTER REQUEST FROM THE FUNDING SOURCE
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Presents approved letter request or resolution with confirmation from the funding source of the project	Accepts letter request or resolution Interviews the client	None	None	30 mins.	Engr. Lorna S. Salgado Engineer III
2		Conducts survey works and ocular inspection for site location 1. Horizontal (Roads/Drainage Canal and Slope protection) for 100 m length (includes traverse, profile and cross section) 2. Vertical (Buildings)	None None	None None	16 hours 8 hours	Francisco Z. Villanueva Admin. Aide V Estanslao C. Bancale JO Survey Aide Recardo Barbiera JO Survey Aide Jerwin Potot JO Survey Aide Arman D. Escalante JO Survey Aide Elpidio V. Enriquez Draftman II Eugene C. Teoxon JO Draftsman / CAD Operator Antonio A. Quico JO Draftsman / CAD Operator Dante S. Derigay JO Draftsman / CAD Operator Rolando S. Serilo JO Engineering Asst.
3		1. Plots surveyed data and prepares design grade elevation and computation of area and bill quantities (Brgy Roads/Drainage Canal and Slope Protection – 100 m. length) 2. Prepares plans and designs for Building: One (1) storey building w/ an area of 50 sq. m.	None None	None None	32 hours 80 hours	Francisco Z. Villanueva Instrumentman. Revil Marmilyn B. Revil JO Engineering Asst. Estanslao C. Bancale JO Survey Aide Engr. Idee B. Dapiton Admin. Asst. II Elpidio V. Enriquez Draftman II Eugene Teoxon JO Draftsman / CAD Operator Anthonio A. Quico JO Draftsman / CAD Operator Dante S. Derigay JO Draftsman / CAD Operator
4		Prepares draft of Cost Estimates and Bill of Materials	None	Program of Works	24 hours	Engr. Roderick A. Carreon Engineer II (Electrical Engineer) Engr. Lilibeth R. Adlaw Engineering Assistant II Engr. Idee B. Dapiton Draftman II Engr. Zenaida D. Deducin Administrative Aide IV Rosalyn P. Gilaga Rolando S. Serilo JO Engineering Assistants Alvin S. Ortiz Carin O. Dingal JO Project Monitoring

5		Types/encodes draft cost estimates and bill of materials & Program of Work	None	POW	4 hours	Engr. Zenaida D. Deducin Administrative Aide IV Rosalyn P. Gilaga JO Engineering Assistant Erma B. Fernandez JO Data Encoder Virgie Lynn M. Mahilum JO Encoder – Project Monitoring
6		Signs the Program of Work And Plans & Design	None	POW Plans	1 hour	Engr. Lorna S. Salgado Engineer III / Acting City Engineer Francisco D. De Castro SPURO – Project Monitoring Head Engr. Lilibeth R. Adlaw Engineering Assistant II Engr. Roderick A. Carreon Engineer II (Electrical Engineer) Engr. Idee B. Dapiton Admin. Asst. II Engr. Zenaida D. Deducin Admin. Aide IV Rosalyn P. Gilaga Rolando S. Serilo JO Engineering Assistants Alvin S. Ortiz Carin O. Dingal JO Project Monitoring
7		Signs the Plans & Design: 1. Horizontal (Roads/Drainage/Slope protection) 2. Vertical (Building)	None None	Drawing Plans Drawing Plans	1 hour 1 hour	Engr. Lorna S. Salgado Engineer III / Acting City Engineer Engr. Lilibeth R. Adlaw Engineering Assistant II Francisco Z. Villanueva Instrumentman Marmilyn B. Revil JO Engineering Asst. Estanslao C. Bancale JO Survey Aide Engr. Lorna S. Salgado Engineer III / Acting City Engineer Engr. Lilibeth R. Adlaw Engineering Assistant II Engr. Roderick A. Carreon Engineer II (Electrical Engineer) Engr. Idee B. Dapiton Draftman II Elpidio V. Enriquez – IV Draftman II Eugene C. Teoxon Anthony A. Quico Dante S. Derigay JO Draftsman / CAD Operators
8		Submit Plans and design to the City Mayor for approval	None	Plans	1 hour	Roselle Y. Masancay Admin. Aide III
9		Releases the approved Program of Work and detailed cost estimate to the following: 1. Requisitioners 2. 25% of 20% EDF	None None	POW POW	15 mins. 15 mins.	Ma. Liza G. Peñalosa Admin. Aide VI Chuchie B. Castillo Community Affairs Officer I
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY ENGINEERING OFFICE

TYPE OF FRONTLINE SERVICE	:	1. REQUESTING MINOR MAINTENANCE REPAIR: a. HORIZONTAL- DRAINAGE, SEWER, WATER SYSTEM, WALL PROTECTION, ROADS AND BRIDGES AND IRRIGATION b. VERTCAL - BUILDINGS,WALKWAYS AND TOWERS 2. REQUESTING LIMESTONE FOR WALKWAYS, 3. REQUESTING CLEARING / REMOVAL OF TREE BRANCHES AND OTHER UNSAFE CONDITION 4. RESPONDING EMERGENCY CALLS 5. REQUESTING SURVEY OR MINOR RELOCATION OF BOUNDARIES 6. REQUESTING MINOR REPAIRS AND INSTALLATION OF STREET LIGHTINGS
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM– 5:00 PM, NO NOON BREAK
WHO MAY AVAIL OF THE SERVICES?	:	ALL CONSTITUENTS OF BISLIG CITY
DURATION OF TRANSACTION	:	4 DAYS AND 10 MINUTES IMMEDIATE IF EMERGENCY IF NOT EMERGENCY AS PER SCHEDULE at the PRIORITY LIST
WHAT ARE THE REQUIREMENTS?	:	1. LETTER OR VERBAL REQUEST FROM SOURCE 2. LOG BOOK FOR RECORD OF TRANSACTION BEARING DETAILS OF REQUEST AND REQUISITIONEER 3. EVALUATION AND SURVEY REPORT 4. DRAFTED PLANS AND SCOPE OF REPAIR FOR APPROVAL OF SECTION HEAD/CITY ENGR. 5. APPROVED SCOPE OF REPAIR CERTIFICATION 6. RANKING AND INCLUSION TO THE PRIORITY LIST OF ACTIVITIES
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Fee/s	Documents/ Form/s	Duration of Activity	Responsible Person
1	Submits verbal or written request by constituents on the degree of impending or damage of infra	Accepts letter request noted by the Mayor/ Phone call if emergency Interviews Client	None	Informal recording of interview stock in a folder.	10 mins.	Engr. Laila P. Manlucob Engineer III-Section Head Engr. Mario V. Lozada Const. Maintenance & General Foreman
2		Conducts survey works and ocular inspection of the damage 1.Barangay Roads/Drainage/ Slope protection/	None	Formal reports of the survey and evaluation	8 hours	Engr. Mario V. Lozada Const. Maintenance & General Foreman Al Jose E. Dequino Labor General Forman Emma las Penas Jo Employee
		2.Clearing and removal of unsafe condition				
		3. Buildings/Electrical/ Water system/ Air con/	None	Formal evaluation report of status	8 hours	Joselito S. Salgado Const. Maintenance Foreman Engr. Roderick A. Carreon Engineer II
3		<ul style="list-style-type: none"> Evaluates/ Categorizes damaged 1. Major-turn over to planning. 2. Minor-make the necessary evaluation of the damage and prepare plans of the repair 	None	Drafted Plans on the details of the damaged and recommended scope of repair	8 hours	Engr. Laila P. Manlucob Engineer III -Section Head

4		<ul style="list-style-type: none"> • Confers with funds availability as per priority • Prepares schedule of Equipment, and Manning. • Withdraws Materials for the repair. 	None	Approved Program of Works/ Plans	8 hours	<p>Engr. Jovino J. Requina, Jr. City Engineer Engr. Laila P. Manlucob Engineer III -Section Head</p> <p>Engr. Mario V. Lozada Const. Maintenance & Gen. Foreman</p> <p>Engr. Al Jose E. Dequino Labor General Forman / Assigned Engineer</p>
5		IMPLEMENTATION	None	APPROVED POW	As per plan	Assigned Engineer
END OF TRANSACTION						