

CITIZEN'S CHARTER

SERVICE STANDARDS

FRONTLINE SERVICE	STEP/ PROCEDURES		DOCUMENTARY REQUIREMENTS	FEEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/ Client	Service Provider				
1. Issuance of National Building Code (NBC) Documents: <ul style="list-style-type: none"> a. Building Permit b. Occupancy Permit c. Fencing Permit d. Temporary Service Connection 	1. Inquire and acquire needed forms 2. Accomplish the National Building Code (NBC) Document Form and submit all the required documents	Discuss to the applicant/ clients the requirements on the checklist. Note: Secure clearances from various authorities exercising and enforcing regulatory functions affecting the project. Review/evaluate duly accomplished application forms/ check the completeness of all the requirements Note: If found incomplete of the deficient, advice applicant to complete/ correct or rectify.	Checklist: <ul style="list-style-type: none"> - For Building Permit CGPP/QSF-CED 39 Rev. No. 01 Eff. Date July 20, 2012 (NBC Form No. B-01); - For Occupancy CGPP/QSF-CED 36 Rev. No. 01 Eff. Date July 20, 2012 (NBC Form No. 2003-005-B); - For Fencing Permit CGPP/QSF-CED 61 Rev. No, 01 Eff. Date July 20, 2012 (NBC Form NO. 77-001-F); - For Temporary Service Connection CGPP/QSF-CED 40 Rev. No, 01 Eff. Date July 20, 2012 (NBC Form No. E-03) 	Based on Plans and Estimates of Project Cost	15 Working Days	THELMA S. CASANOVA Administrative Aide IV Engr. ALBERT JOSEPH G. GARCIA Engineer III

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	3. Proceed to the Line and Grade Procedure, if needed.	Conduct Site inspection for the verification of the submitted document and the site condition <i>Note: If construction has already started, impose as per procedure, fines and surcharges. Recommend rectification, if misrepresentation is committed per observation. Establish Line and Grade on all sides of the lot based on technical description of lot title, indicate physical and environment constrains (road widening, river/creek), access to site property, foundation encroaching public and private property</i>	Checklist: <ul style="list-style-type: none"> - For Building Permit CGPP/QSF-CED 39 Rev. No. 01 Eff. Date July 20, 2012 (NBC Form No. B-01); - For Occupancy CGPP/QSF-CED 36 Rev. No. 01 Eff. Date July 20, 2012 (NBC Form No. 2003-005-B); - For Fencing Permit CGPP/QSF-CED 61 Rev. No, 01 Eff. Date July 20, 2012 (NBC Form NO. 77-001-F); - For Temporary Service Connection CGPP/QSF-CED 40 Rev. No, 01 Eff. Date July 20, 2012 (NBC Form No. E-03) 			Engr. ALBERT JOSEPH G. GARCIA Engineer III

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	4. Submit Structural Design requirements, if needed.	Review/ Evaluate Structural Design requirements submitted by the applicant	NBC Form No. B-01; NBC Form No. A-02			Engr. CATALINO O. MAGNO, Jr. Engineer II
	5. Submit Architectural Plan, If needed.	Review/ Evaluate Architectural Plan to the type/ use of occupancy (BP 344), light & ventilation if found deficient, return with statement of error/ corrections fro compliance.	NBC Form No. A-01			Engr. RICRADO B. LAGRADA Engineer IV OIC, CED - Architectural Section
	6. Submit, Electrical Design, If needed.	Review/ Evaluate Electrical Design	NBC Form 96002E			Engr. ALLADIN P. CRUZ Engineer II
	7. Submit Mechanical Design, If needed.	Review/ Evaluate Mechanical Design	NBC Form No. 77-001-M			Engr. SERGIO C. RED, Sr. Engineer II OIC, CED-Motorpool
	8. Submit Sanitary, Plumbing Plans, if needed.	Review/ Evaluate Mechanical Design	NBC Form No. 77-001-S			Engr. ALBERTO P. JIMENEZ, Jr. Engineer IV

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	9. Submit set plan, estimates & building specifications, If needed	Endorse set plan, estimates and building specifications. Prepare Order of Payment	NBC Form No. 77-001-S			Fire Insp. HERALD R. CASTILLO City Fire Marshall
	10. Submit requirements for assessment	Check completeness of the documents and approval of order of payment	NBC Form No. B-16			WILFRAN S. CANTILLO Plumbing & Tinning Inspector I
	11. Submit documents to Chief of Processing and Enforcement	Receives Payment and issue Original Receipts	Logbook			Engr. RICARDO B. LAGRADA Engineer IV
	12. Pays corresponding assessment of building permit	Record Important matters pertaining documents and Original Receipt	NBC Form No. B-16; Official Receipt			Cashier City Treasurer's Office
	13. Submit documents and or Official receipts for recording	Approve applications for building permit in compliance with the requirements provided by law	Logbook			THELMA S. CASANOVA Administrative Aide IV

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	<p>14. Submits documents for approval of the City Engineer II/ Building Official</p> <p>15. Upon receipt of the building permit render feedback on the services provided by the CED</p>	<p>Number, record and release approved building permit to applicant</p>	<p>Logbook</p> <p>Logbook</p>			<p>Engr. SERGIO S. TAPALLA City Engineer II</p> <p>THELMA S. CASANOVA Administrative Aide IV</p>
2.Rental of Equipment	<p>1. Submit Letter-request for Equipment Rental</p> <p>2. Proceed to Inspection Site</p> <p>3. Ask for Contract Agreement, Statement of Account and Order of Payment</p>	<p>Receives Letter-request for Equipment Rental</p> <p>Conducts Ocular Inspection, recommends needed equipment for the job</p> <p>Prepares Contract Agreement, Statement of Account and Order of Payment</p>	<p>Letter Request Logbook</p> <p>Approved Letter Request</p> <p>Contract Agreement, Statement of Account and Order of Payment</p>		2 days	<p>Engr. ERNESTO M. MIGUEL Engineer II</p> <p>Engr. SERGIO C. RED, Sr. Engineer II OIC-CED-Motorpool</p> <p>Engr. ALEXANDER S. GUALIN Engineer II</p> <p>Engr. ERNESTO M. MIGUEL Engineer II ELINDA B. VILLANUEVA Admin. Aide III</p>

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	4. Payment of Equipment Rental	Receives payment and issue Official receipt	Official Receipt			Collector/ Cashier
	5. Submits Official Receipt	Receives and records official receipt of payment then attach to contract document	Official Receipt Contract Agreement, Statement of Account and Order of Payment			ELINDA B. VILLANUEVA Admin. Aide III
	6. Request Schedule of Equipment	Schedule the rented equipment depends upon the availability thereof	Logbook for Scheduling			Engr. ERNESTO M. MIGUEL Engineer II Engr. SERGIO C. RED, Sr. Engineer II OIC-CED-Motorpool
	7. Ask the Issuance of the Trip Ticket	Prepares trip ticket indicating the number of days of rented equipment	Trip Ticket			ELINDA B. VILLANUEVA Admin. Aide III
	8. Follow-up request and or trip ticket for approval	Approves trip ticket of the equipment requested	Trip Ticket			Engr. SERGIO C. RED, Sr. Engineer II OIC-CED-Motorpool
	9. Wait for the dispatch of requested equipment	Present approved trip ticket for fuel allocation	Trip Ticket			Heavy Equipment Operator/ Driver/ Mechanical Engineer

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	10. Feedback on the requested services provided by the CED	Prepare and submit Accomplishment Report re: the requested equipment				Heavy Equipment Operator/ Driver/ Mechanical Engineer

Engr. SERGIO S. TAPALLA
CG Department Head II
(City Engineer II)