



ENGINEERING DEPARTMENT
OLONGAPO CITY

CITIZEN'S CHARTER

2023 (3rd Edition)

I. Mandate

Section 477, Article 7 of Republic Act 7160 or the Local Government Code of 1991 mandates the Engineering Department to perform the following functions: provide engineering services such as investigation, survey, and designs; administer, coordinate, supervise and control the construction, maintenance, improvement, and repair of roads, bridges, and other engineering and public works projects of the city; review and recommend changes in policies and objectives, plans and programs, techniques, procedures and practices in infrastructure development and public works in general; and implement the provisions of the National Building Code.

II. Vision

The Engineering Department envisions to be competitive with highly urbanized cities in the delivery of permit issuance services to clients in general; an environment conducive to encouraging business opportunities that will foster revenue generation supportive of the economic thrust of the city.

III. Mission

The Engineering Department shall continuously promote service improvement in the processing of permits; to sustain effective and efficient delivery of engineering services through providing infrastructure facilities and services responsive to the needs of the citizenry.

IV. Service Pledge

We commit to:

1. Continuously promote service improvement in the processing of permits;
2. Sustain effective and efficient delivery of engineering services;
3. Observe the no noon break policy and serve the transacting public even beyond office hours;
4. Continuously advance professional knowledge and skills in pursuit of providing quality engineering services.

LIST OF SERVICES

Engineering Department

Internal Service

1. Receiving of Correspondence

New Schedule of Fees and other Charges

Feedback and Complaints Mechanism

Engineering Department

Internal Services

1. Receiving of Correspondence

The Engineering Department / Building Official's Office receives any written communication from other departments and government offices within and outside the city hall building / complex. All correspondences are received / recorded on a logbook and acted upon appropriately.

Office/Division:	Engineering Department / Building Official's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Correspondence (1 original, 1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Correspondence to Receiving Desk	1. Receive the Correspondence	None	5 Minutes	Administrative Aide
	1.1 Record/log the correspondence, course through the office head for personnel assignment and required course of action	None	10 Minutes	Administrative Aide
	2. Endorse the correspondence to the personnel assigned to make the required course of action	None	10 Minutes	Administrative Aide
TOTAL		None	25 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send a feedback?	
How feedbacks are processed?	
How to file a complaint?	
How complaints are processed?	
Contact Information of ARTA, PCC, CCB	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)