



PROVINCIAL ENGINEER'S OFFICE

CITIZEN'S CHARTER

2021 (1ST Edition)



I. Quality Policy:

The **Provincial Government of Sorsogon** is committed to provide quality, effective and efficient local government structure and services to ensure the satisfaction of, and be responsive to the needs of its constituents and stakeholders in the areas of healthcare, environment and education, agriculture, rural advancement, tourism promotion, social welfare and other administrative services. It shall encompass all the functional areas of the Provincial Government, thereby making Sorsogon and Sorsoganons truly First.

To uphold this commitment, we shall:

- Formulate Quality Objectives on all functional areas aligned with the National Government standards, thrusts and programs;
- Strongly comply with the provisions set forth by RA 7160 and other applicable statutory and regulatory requirements;
- Develop human resources in order for them to achieve their full potentials and ensure their active participation through innovative approaches;
- Uphold client focused and output-oriented services at all levels of the Organization through effective communication, collaboration, and values-laden environment thereby achieving client satisfaction as well as that of other stakeholders.

All employees, including those outsourced processes, are enjoined to know the importance of the Quality Management System and their responsibility to ensure the effectiveness and responsiveness of the Organization to anyone who may ask for our help, assistance and guidance.

The **Provincial Government of Sorsogon** shall demonstrate strong leadership and management in the establishment, implementation and continual improvement of the Quality Management System aligned to ISO 9001:2015 across all levels.



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PROVINCIAL ENGINEER'S OFFICE

Internal and External Services



1. Infrastructure Development and Construction Management

The Office of the Provincial Engineer is the department mandated to undertake the infrastructure management of the province; to design, plan and survey; implement and supervise infrastructure projects; take charge of the maintenance; improvement and repair of provincial roads and bridges; waterworks; and oversee the delivery of quarry materials and dispatch of equipment.

Office or Division:	Provincial Engineer's Office – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	PEO employees/retirees			
CLIENT STEPS	AGENCYACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
ISSUANCE OF SERVICE RECORDS, CERTIFICATE OF EMPLOYMENT & TRAININGS, VOUCHERS				
1. Clients/Applicants log request at the logbook and/or submit letter request	- Prepare & issue Service Record	None	30 minutes	Admin. Asst. II / Admin. Officer
	- Prepare & issue Certificate of Employment		20 minutes	Admin. Asst. II / Admin. Officer
	- Prepare & issue Certificate of Trainings for On-Job Trainees		20 minutes	Admin. Asst. II / Admin. Officer
	-Prepare & issue vouchers for terminal leave claims.		30 minutes	Admin. Asst. III / Admin. Officer



Office or Division:	Provincial Engineer's Office – Maintenance Division			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen, G2G – Government to Government			
Who may avail:	Requesting party			
CLIENT STEPS	AGENCYACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
ROAD RIGHT OF WAY CLEARANCE				
1. Clients/Applicants submit letter request & vicinity map/site development plan	<ul style="list-style-type: none"> - Forward submitted requirements to inspectors for verification of site - Prepare inspection report & clearance for Department Head signature - Release Road Right of way clearance to client 	None	2 days	Receiving Officer / Records Officer/ Maintenance Engineer Maintenance Capataz / Maintenance Engineer Records Officer
PERMIT TO CUT ACROSS PROVINCIAL ROADS & EXCAVATE TRENCHES WITHIN THE PROVINCIAL ROW				
2. Clients/Applicants submit letter request to receiving section Pay to the Provincial Treasury Corresponding fee & present official receipt to PEO	<ul style="list-style-type: none"> - Forward request to inspector for site verification & issue order of payment - Record OR & Prepare permit to cut/excavate trenches for Dept. Head signature - Release Permit to cut/excavate trenches to clients 	None	2 days	Receiving Officer / Maint. Capataz/ Maintenance Engineer Receiving Officer / Maintenance Engineer Records Officer

**CERTIFICATE OF RESTORATION OF CUT PROVINCIAL ROAD/EXCAVATED MATERIALS
(REQUIREMENT FOR REFUND)**

3. Clients/Applicants submit letter request for inspection of work	<ul style="list-style-type: none"> - Forward request to inspection officer for verification - Prepare inspection report / recommendation for Dept. Head signature - Release certification to client 	None	2 days	Receiving Officer / Maint. Capataz/ Maintenance Engineer Maintenance Capataz / Maintenance Engineer Records Officer
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MANPOWER ASSISTANCE (MAINTENANCE MEN) TO OTHER GOVERNMENT OFFICES

4. Client submit letter request and/or log request in the logbook Assist / brief maintenance men of the requested work	<ul style="list-style-type: none"> - Request received by the office forward to concerned personnel - Coordinate with the requesting party on the nature of the request - Assign / deploy needed manpower 	None	8:00A.M - 5:00P.M	Receiving Officer / Records Officer Capataz / Foreman Maintenance Engineer / Division Chief (Maintenance)
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Office or Division:	Provincial Engineer's Office – Motorpool Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Provincial Government of Sorsogon			
CLIENT STEPS	AGENCYACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
EQUIPMENT RENTAL				
1. Clients/Applicants log request at the logbook and/or submit letter request	- Forward request to motorpool division - Verify / check availability of equipment rented & prepare order of payment duly signed by the Dept. Head subject to the approval of the Governor	None	10 minutes	Receiving Officer / Records Officer
Pay to the Provincial Treasurer Corresponding rental fees & present official receipt to PEO	- Record OR & prepare trip-ticket of equipment for approval by the Division Chief & Department Head		30 minutes - 1hour	Shop Foreman
	- Release rented equipment		15 minutes	Motor Pool Division Chief, Department Head
REPAIR & PREVENTIVE MAINTENANCE SERVICING (PMS) OF PROVINCIAL GOVERNMENT OWNED VEHICLES & EQUIPMENT				
2. Other Provincial Government Offices log request at the logbook and/or submit letter request	- Forward request to motorpool division - Conducts Pre-repair inspection of the vehicle to determine defects/damage - Prepare report on findings for review of the Division Chief	None	10 minutes	Receiving Officer / Records Officer
			30 minutes - 1hour	Shop Mechanic / Shop Foreman
			30 minutes	Shop Foreman / Engineer III

3. Supply / Provide needed spare parts	- Recommends & list needed spare parts / materials		30 minutes - 1hour	Shop Foreman / MotorPool Division Chief
	- Conduct repair/maintenance		case to case basis	Shop Mechanics / Shop Foreman / Mechanical Engineers
	- Vehicle test drive		30 minutes	Shop Mechanic / Shop Foreman
	- Release functional vehicle to client office		30 minutes	Shop Foreman ,MotorPool Division Chief

EQUIPMENT ASSISTANCE TO MUNICIPALITIES & BARANGAYS

4. Client submit letter request approved by the Provincial Governor Assist / brief maintenance men of the requested work	- Request received by the office forward to Equipment Pool Division		10 minutes	Receiving Officer / Records Officer
	- Verify availability of equipment requested		30 minutes	Shop Foreman / MotorPool Engineer
	- Coordinate with the requesting party on the nature of the request		8:00A.M - 5:00P.M	Motor Pool Engineer
	- Submit report / recommendation to the Division Chief		30 minutes - 1hour	Motor Pool Engineer
	- Release requested equipment		30 minutes - 1hour	Motor Pool Division Chief



Office or Division:		Provincial Engineer's Office – Planning Division		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Requesting Party		
CLIENT STEPS	AGENCYACTIONS	FEESTO BE PAID	DURATION	PERSON RESPONSIBLE
TECHNICAL ASSISTANCE TO OTHER PROVINCIAL GOVERNMENT OFFICES, MUNICIPALITIES & BARANGAYS				
1. Submit request or endorsements Assist assigned personnel	- Forward request to concerned/assigned personnel - Inspect / validate request - Prepare inspection report recommends action to be taken for Dept. Head disposition	None	8:00A.M - 5:00P.M	Receiving Officer / Records Officer Engineers / Draftsman Engineers / Draftsman
PROJECT PROPOSAL & SURVEY OF PROPOSED PROJECTS				
2. Forward / Submit approved request and/or Brgy. Resolution of proposed projects. Assist assigned personnel / Engineers to proposed project site	- Forward request to concerned/assigned personnel - Inspect validate proposed projects - Conducts survey if required - Prepare plans, program of works & detailed estimates -Check & Approve plans, POW & detailed estimates - Release documents to client and/or endorse documents to other line agencies for funding	None	8:00A.M - 5:00P.M	Receiving Officer / Records Officer Engineers / Draftsman Engineers / Survey Team Engineers / Division Chief Planning Division Chief Planning, PGDH Records Officer, Division Chief Planning

BILLING OF ON GOING & COMPLETED PROJECTS

3. Client submit request for billing	- Request received by the office forward to concerned personnel	None	8:00A.M - 5:00P.M	Receiving Officer / Records Officer
Assist inspection team	- conduct technical inspection			Project Engineers / Division Chief
Submit documents required / for the project	- Prepare inspection report - Prepare accomplishment report, certificate of acceptance, voucher, etc. - Approve documents for billing - Release documents			Project Engineers Project Engineers / Admin. Aide (Finance) Project Engineer, Division Chief, PGDH Project Engineers / Records Officer



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Thru External Client Satisfaction Monitoring form (ECSM) or Internal Client Satisfaction Monitoring form (ICSM)
How feedbacks are processed	ECSM and ICSM are being evaluated and rated per month and submitted to Provincial DICO
How to file a complaint	Complaint could be address to the Governor-copy furnish PHRMO
How complaints are processed	<ol style="list-style-type: none"> 1. Complaints should be address to the Governor, and furnished the PHRMO as chairman of Grievance Committee under Administrative Order No. 18-A-2019. 2. The Grievance Committee will convene to discuss the complaints filed together with the complainant and the office person being complained. The Provincial Legal Officer will represent the Governor during deliberation, being the hearing officer of Administrative Cases under Rules on Administrative Cases in the Civil Service (RACCS).

	<p>3. Copies of Resolution after the hearing be furnished the Office of the Governor, PHRMO, complainant and the office/person being complained.</p> <p>4. If the complainant is not satisfied with the action taken by the Grievance Committee, the complainant may elevate the complain to the Civil Service Commission (CSC) Sorsogon Field Office for proper disposition.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>It shall also include the following hotline:</p> <ul style="list-style-type: none"> • 8888 – Presidential Complaints Center • 0908-881-6565 – CSC Contact Center ng Bayan • 478-5093 – Anti-Red Tape Authority



OFFICE	ADDRESS	CONTACT INFORMATION
PEO – Administrative Division	Magsaysay St., Bibincahan, Sorsogon City	
PEO – Planning Division	Magsaysay St., Bibincahan, Sorsogon City	
PEO – Construction Division	Magsaysay St., Bibincahan, Sorsogon City	
PEO – Maintenance Division	Magsaysay St., Bibincahan, Sorsogon City	
PEO – Quality Division	Magsaysay St., Bibincahan, Sorsogon City	
PEO – Motorpool Division	Magsaysay St., Bibincahan, Sorsogon City	