



CITY ENGINEER'S OFFICE (CEO)
Bacolod City

I. **MANDATE** : The City Engineer's Office takes charge of all local engineering works in the city which include construction, improvement, repair and maintenance of public infrastructure (vertical and horizontal) and facilities.

II. **VISION** : A distinguished and recognized implementer of government infrastructure projects in the City in coordination with other LGUs and the National Government.

III. **MISSION** :To provide state-of-the-art and long lasting basic facilities/installations for the improvement and progress of the City and its citizenry.

Location : 2nd Floor North Wing – Bacolod City Government Center

Telephone Numbers:

(034) 432.3098	Office of the City Engineer
(034) 708.0386	Administrative Division
(034) 467.5219	Motorpool Division (Taculing)

GENERAL SERVICES

- 1.Provision of Infrastructure Maintenance Services of City Streets & Bridges
- 2.Provision of Excavation Permits
- 3.Provision of Road Filling and Truck Hauling Services
4. Provisions of Streetlights Maintenance Services
- 5.Provisions of Pauper's Coffin & Materials for Niche
- 6.Provisions of Water Facilities/Artesian Wells
- 7.Provision of Geodetic Surveys
8. Preventive Maintenance of All City Government Owned Vehicles and

Equipment

1. PROVISION OF INFRASTRUCTURE MAINTENANCE SERVICES OF CITY STREETS AND BRIDGES

The CEO-Highway and Maintenance Division maintains drainage systems and undertakes repair of damaged roads and bridges within the city jurisdiction.

Office or Division	CEO - Highway & Maintenance Division
Classification	<input type="checkbox"/> Simple <input checked="" type="checkbox"/> Complex <input type="checkbox"/> Highly Technical
Type of Transaction	<input checked="" type="checkbox"/> G2C – Government to Citizen <input checked="" type="checkbox"/> G2B – Government to Business Entity

	<input checked="" type="checkbox"/> G2G – Government to Government			
Who may avail:	All bonafide residents of Bacolod City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request with complete information specifying the services needed (Name & Location)		Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit letter-request for approval of the City Mayor.	1. Receives request and secure the approval of the City Mayor	None		<i>Receiving Staff City Mayor's Office</i>
	From CMO Endorsement			
	1.1a Receives the approved letter-request and forward it to the City Engineer for action/referral to the division-in charged	None	10 minutes	<i>Receiving Staff City Engineer's Office</i>
	From Walk-In Clients			
	1.1b Receives the CMO approved letter request and forward it to the City Engineer for action/referral to the division-in charged	None		
	1.2 Make endorsements/referral to the division in charged to address the request	None	1 day	<i>City Engineer</i>
	1.3 Forward the letter-request duly assigned by the City Engineer to the division in charged for appropriate action	None	10 minutes	<i>Receiving Staff City Engineer's Office</i>
	1.4 Receives the forwarded document, make schedule for ocular inspection	None	20 minutes	<i>Division Head/ CEO-Highway & Maint.Division</i>

2. Get informed of the schedule for inspection	2.1 Inform client of the schedule of inspection	None	5 minutes	<i>Division Head/ CEO-Highway & Maint.Division</i>
	2.2 Conducts ocular inspection	None	2 days	<i>Division Head/ Maintenance Engineer Maintenance Team CEO-Highway & Maint.Division</i>
	2.3 Submit results of ocular inspection/inspection report (recommendations/ findings/ comments/evaluation)	None	1 day	<i>Division Head/ Maintenance Engineer Maintenance Team CEO-Highway & Maint.Division</i>
TOTAL		None	4 days & 45 minutes	

A.Provision of Maintenance Works for Requested Infrastructure Services After Ocular Inspection

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Result of Ocular Inspection		Division Head/Maintenance Engineer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Get informed of the action taken	1. Secure gate pass for materials (as needed) and conduct maintenance works in requested area (subject to complexity of work required, availability of equipment and materials needed)	None	3-20 days	<i>Division Head Maintenance Team (CEO -HMD)</i>

*The Highway and Maintenance Division will respond immediately to emergency request that poses danger to life or damage to property. All other requests will be acted upon on a first come first served basis and according to priority, and as to the degree of needs and availability of materials and equipment the services required.

* Preventive maintenance works are done as a daily routine.

2. PROVISION OF EXCAVATION PERMITS

The Highway and Maintenance Division provides excavation permit before excavation works done along city streets on roadways, highway canal for the purpose of installing pipes or box culvert and excavation of concrete sidewalks and other roadway structures. This is in compliance with Ordinance No. 565, series of 2011 and in line with existing regulations.

Office or Division	CEO - Highway & Maintenance Division			
Classification	<input type="checkbox"/> Simple <input checked="" type="checkbox"/> Complex <input type="checkbox"/> Highly Technical			
Type of Transaction	<input checked="" type="checkbox"/> G2C – Government to Citizen <input checked="" type="checkbox"/> G2B – Government to Business Entity <input checked="" type="checkbox"/> G2G – Government to Government			
Who may avail:	All bonafide residents of Bacolod City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Location Map (3 copies)		Requesting Client		
Materials and Labor Costing (3 copies)		Requesting Client		
Excavation Permit Form (1 set)		City Engineer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Fill-out excavation permit form and attach all requirements	1.1 Receives the excavation permit form and forward to the Division Head and Asst. City Engineer for verification and signature	None	4 hours	<i>Receiving Personnel</i>
	1.2 Schedule ocular and Joint Inspection	None	2 days	<i>Inspection Engineer</i>
	1.3 Computation of excavation permit fees	Please see computation of fees below	3 hours	<i>Inspection Engineer</i>
	1.4 Return form to the client for payment	None	1 hour	<i>Inspection Engineer</i>
2. Pay corresponding fees for excavation permit and cash bond at the City Treasurer's Office	2. Receives and process payment and issues Official Receipt			<i>Cashier City Treasurer's Office</i>

3. Return to City Engineer's Office and submits Official Receipts	3. Verify payment and forward the form with attached receipt of payment to the Division Head. Asst. City Engineer and City Engineer for approval signature before releasing	None	1 day	<i>Receiving Personnel</i>
4. Conduct excavation works and complete restoration	4. Conduct inspection for complete restoration works done	None	1-2 days	<i>Inspection Engineer</i>
5.1 Request for Cash Bond refund after 100% complete restoration 5.2 Receives certification and cash bond refund voucher	5. Release certification and approved cash bond refund voucher	None	1 day	<i>Inspection Engineer</i>
TOTAL		None	7 days	

COMPUTATION OF FEES FOR EXCAVATION PERMIT

Where:

- EPF = Excavation Permit Fee
- CBF = Cash Bond Fees
- X = 1 unit (1 unit ≤ 10.0 ln.m)
- E = excess of 1 unit

If X is ≤ 1 unit, then EPF = P100.00

If X is ≥ 1 unit, then EPF = P100.00 + 25% (P100 x E)

BOND FEES: (to be refunded to client after complete restoration)

CBF = 10% of the Budget Restoration Cost of the Excavated Area

3. PROVISION OF ROAD FILLING AND TRUCK HAULING SERVICES

The Highway and Maintenance Division provides truck hauling services and delivery of requested road filling materials to the client's requested location.

Office or Division	CEO - Highway & Maintenance Division			
Classification	<input type="checkbox"/> Simple <input checked="" type="checkbox"/> Complex <input type="checkbox"/> Highly Technical			
Type of Transaction	<input checked="" type="checkbox"/> G2C – Government to Citizen <input checked="" type="checkbox"/> G2B – Government to Business Entity <input checked="" type="checkbox"/> G2G – Government to Government			
Who may avail:	All bonafide residents of Bacolod City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request with complete information specifying the services needed (Name & Location)			Requesting Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit letter-request for approval of the City Mayor.	1. Receives request and secure the approval of the City Mayor	None		<i>Receiving Staff City Mayor Office</i>
	From CMO Endorsement 1.1.a Receives the approved letter-request and forward it to the City Engineer for action/referral to the division-in charged	None	10 minutes	<i>Receiving Staff City Engineer's Office</i>
	From Walk-In Clients 1.1.b Receives the CMO approved letter request and forward it to the City Engineer for action/referral to the division-in charged	None		
	1.2 Make endorsements/referral to the division in charged to address the request	None	1 day	<i>City Engineer</i>
	1.3 Forward the letter-request duly assigned by the City Engineer to the division in charged for appropriate action	None	10 minutes	<i>Receiving Staff City Engineer's Office</i>

	1.4.Receives the forwarded document, make schedule for ocular inspection	None	15 minutes	<i>Division Head CEO-Highway & Maintenance Division</i>
2. Get informed of the schedule for inspection	2.1 Inform client of the schedule of inspection	None	5 minutes	<i>Division Head CEO-Highway & Maintenance Division</i>
	2.2 Conducts ocular inspection	None	1 day	<i>Division Head/ Maintenance Engineer Maintenance Team CEO-Highway & Maint.Division</i>
	2.3 Submit results of ocular inspection/inspection report (recommendations/findings/comments/evaluation)	None	20 minutes	<i>Receiving Staff City Engineer's Office</i>
3. Get informed of the action taken	3. Secure gate pass for materials (as needed) and performs road filling and truck hauling services in requested area (subject to complexity of work required, availability of equipment and materials needed)	None	3 days	<i>Division Head/ Maintenance Engineer Maintenance Team CEO-Highway & Maint.Division</i>
TOTAL		None	5 days & 60 minutes	

*The Highway and Maintenance Division will respond immediately to emergency request that poses danger to life or damage to property. All other requests will be acted upon on a first come first served basis and according to priority, and as to the degree of needs and availability of materials and equipment the services required.

* Preventive maintenance works are done as a daily routine.

4. PROVISIONS OF STREETLIGHTS MAINTENANCE SERVICES

Any resident or Barangay Official of Bacolod City may request the City Mayor's Office or report to the Electrical Services Division of CEO for any of the service they may wish to avail. This service includes survey, inspection, troubleshooting, changing of busted bulbs & installation of new streetlights.

Office or Division	CEO - Electrical Services Division			
Classification	<input type="checkbox"/> Simple <input checked="" type="checkbox"/> Complex <input type="checkbox"/> Highly Technical			
Type of Transaction	<input checked="" type="checkbox"/> G2C – Government to Citizen <input checked="" type="checkbox"/> G2B – Government to Business Entity <input checked="" type="checkbox"/> G2G – Government to Government			
Who may avail:	All bonafide residents of Bacolod City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request with complete information specifying the services needed (Name & Location)			Requesting Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit letter-request for approval of the City Mayor.	1. Receives request and secure the approval of the City Mayor	None		<i>Receiving Staff City Mayor's Office</i>
	From CMO Endorsement			
	1.1a Receives the approved letter-request and forward it to the City Engineer for action/referral to the division-in charged	None	10 minutes	<i>Receiving Staff City Engineer's Office</i>
	From Walk-In Clients			
	1.1b Receives the CMO approved letter request and forward it to the City Engineer for action/referral to the division-in charged	None		
	1.2 Make endorsements/referral to the division in charged to address the request	None	1 day	<i>City Engineer</i>
	1.3 Forward the letter-request duly assigned by the City Engineer to the division in charged for appropriate action	None	10 minutes	<i>Receiving Staff City Engineer's Office</i>
	1.4 Receives the forwarded document, make schedule for ocular inspection and	None	15 minutes	<i>Division Head CEO-Electrical Division</i>

	evaluations of assigned Electricians,			
2. Get informed of the schedule of inspection	2.1 Inform client of the schedule of inspection	None	5 minutes	<i>Division Head CEO-Electrical Division</i>
	2.2 Conducts ocular inspection	None	1 day	<i>Division Head/ Electrical Engineer Electricians Team CEO-Electrical Division</i>
	2.3 Submit results of ocular inspection/ inspection report (recommendations/ findings/ comments/evaluation)	None	20 minutes	<i>Division Head Electrical Engineer CEO-Electrical Division</i>
3. Get informed of the action taken	3. Secure gate pass for materials (as needed) and performs electrical maintenance works	None	3 days	<i>Division Head/ Electrical Engineer Electricians Team Team CEO-Electrical Division</i>
TOTAL		None	5 days & 60 minutes	

* The Electrical Services Division will respond immediately to emergency request that poses danger to life or damage to property due to electricity. All other requests will be acted upon on a first come first served basis and according to priority, as to the degree of needs and availability of materials.

5. PROVISION OF PAUPER'S COFFIN AND MATERIALS FOR NICHES

One of the services by the City Government of Bacolod thru the City Engineer's is to give assistance in times of death by providing pauper's coffin and materials for niche to the families of any deceased indigent residents/less fortunate constituents of the city.

Office or Division	CEO - Public Works Division		
Classification	<input checked="" type="checkbox"/> Simple	<input type="checkbox"/> Complex	<input type="checkbox"/> Highly Technical
Type of Transaction	<input checked="" type="checkbox"/> G2C – Government to Citizen <input type="checkbox"/> G2B – Government to Business Entity <input type="checkbox"/> G2G – Government to Government		
Who may avail:	Families of any deceased indigent residents/less fortunate constituents of the city.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> ● Death Certificate (original & 2 photocopies) ● Certificate of Indigency (original & 2 photocopies) ● Letter from GSO 		<ul style="list-style-type: none"> ● Civil Registrar's Office ● Barangay ● GSO Office, Old Bacolod City Hall 	

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit requirements	1.1 Receives requirements	None	5 minutes	<i>Any personnel from the Public Works Division</i>
	1.2 Prepares gate pass for release of requested materials		25 minutes	
2. Receives Approved Gate Pass	2.1 Coordinate with Property and Supply Section at the CEO-Taculing Compound for materials requested for niche	None	30 minutes	<i>Any personnel from the Public Works Division (NGC)</i>
	2.2 Coordinate with Property and Supply Section at the CEO-Alijis Compound for the requested coffin	None	30 minutes	<i>Any personnel from the Public Works Division (NGC)</i>
3a. If materials for niche is requested, proceed to CEO-Taculing Compound (45 mins.travel time)	3a. Receives gate pass and prepare materials	None	2 hours	<i>Assigned Personnel from Property and Supply Section/PWD Division</i>
3b. If coffin is requested, proceed to CEO Alijis Compound (60 mins.travel time)	3b. Receives gate pass and prepare materials	None	2 hours	<i>Assigned Personnel from Property and Supply Section/PWD Division</i>
4. Receives requested materials and sign logbook	4.1 Release materials for niche	None	15 minutes	<i>Assigned Personnel from Property and Supply Section/PWD Division</i>
	4.2 Release coffin	None	15 minutes	
TOTAL		None	3 hours and 30 minutes	

* The Public Works Division will act immediately on requests on a first come first served basis and according to availability of materials.

6. PROVISION OF WATER FACILITIES / ARTESIAN WELLS

One of the services by the City Government of Bacolod thru the City Engineer's is to give assistance to different Barangays water facilities and availment of portable water resources and maintenance of artesian wells.

Office or Division	CEO - Special Services Division			
Classification	<input type="checkbox"/> Simple <input checked="" type="checkbox"/> Complex <input type="checkbox"/> Highly Technical			
Type of Transaction	<input checked="" type="checkbox"/> G2C – Government to Citizen <input type="checkbox"/> G2B – Government to Business Entity <input checked="" type="checkbox"/> G2G – Government to Government			
Who may avail:	All bonafide residents of Bacolod City			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit letter-request for approval of the City Mayor.	1. Receives request and secure the approval of the City Mayor	None		<i>Receiving Staff City Mayor's Office</i>
	From CMO Endorsement 1.1a Receives the approved letter-request and forward it to the City Engineer for action/referral to the division-in charged	None	10 minutes	<i>Receiving Staff City Engineer's Office</i>
	From Walk-In Clients 1.1b Receives the CMO approved letter request and forward it to the City Engineer for action/referral to the division-in charged	None		
	1.2.Make endorsements/referral to the division in charged to address the request	None	1 day	<i>City Engineer</i>
	1.3 Forward the letter-request duly assigned by the City Engineer to the division in charged for appropriate action	None	10 minutes	<i>Receiving Staff City Engineer's Office</i>
1.4 Receives the forwarded document, make schedule assigned	None	20 minutes	<i>Division Head CEO-Special Services Division</i>	

	engineer/personnel to conduct ocular inspection and inform client of the schedule of inspection			
2. Get informed of the schedule for inspection	2.1 Inform client of the schedule of inspection	None	5 minutes	<i>Division Head CEO-Special Services Division</i>
	2.2 Conducts ocular inspection	None	1 day	<i>Division Head/ Project Engineer Const. & Maint. Foreman Plumber II CEO-Special Services.Division</i>
	2.3 Submit results of ocular inspection/inspection report (recommendations/findings/comments/evaluation)	None	1 day	<i>Division Head CEO-Special Services Division</i>
TOTAL		None	4 days & 45 minutes	

A. Provision of Requested Water Facilities/Artesian Well After Ocular Inspection

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Result of Ocular Inspection		Division Head/ProjectEngineer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Get informed of the action taken	1. Secure gate pass for materials (as needed) and undertake the repair and replacement of artesian wells in requested area (subject to complexity of work required, availability of equipment and materials needed)	None	1-12 days	<i>Division Head Project Engineer, Const. & Maint.Foreman, Plumber II SSD Plumber Team</i>

* Replacement/Repair of Artesian Wells (replacement of Jetmatic Hand Pumps) as scheduled on the sequence of the request /except for emergency purposes and depends on the availability of materials

7. PROVISION OF GEODETIC SURVEY

This service is part of the Planning and Design Division of the CEO. It provides Geodetic Survey to the different parts of Bacolod City. It also specializes in mapping illegal settlers in the City.

Office or Division	CEO - Planning and Design Division			
Classification	<input type="checkbox"/> Simple	<input checked="" type="checkbox"/> Complex	<input type="checkbox"/> Highly Technical	
Type of Transaction	<input checked="" type="checkbox"/> G2C – Government to Citizen <input type="checkbox"/> G2B – Government to Business Entity <input checked="" type="checkbox"/> G2G – Government to Government			
Who may avail:	Barangay Captains, Complainants on Illegal Settlers, Courts			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ● Letter request specifying the services needed ● Land Title 		Requesting Clients/Public Register of Deeds		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit letter-request for approval of the City Mayor.	1. Receives request and secure the approval of the City Mayor	None		<i>Receiving Staff City Mayor's Office</i>
	From CMO Endorsement 1.1a Receives the approved letter-request and forward it to the City Engineer for action/referral to the division-in charged	None	10 minutes	<i>Receiving Staff City Engineer's Office</i>
	From Walk-In Clients 1.1b Receives the CMO approved letter request and forward it to the City Engineer for action/referral to the division-in charged	None		
	1.2 Make endorsements/referral to the division in charged to address the request	None	1 day	<i>City Engineer</i>
	1.3 Forward the letter-request duly assigned by the City Engineer to the division in charged for appropriate action	None	10 minutes	<i>Receiving Staff City Mayor's Office</i>
		None	20 minutes	<i>Division Head</i>

	1.4 Receives the forwarded document, and make schedule of survey of properties and verification of settlers			<i>CEO-Planning & Design Division</i>
2. Get informed of the scheduled of survey properties and verification of settlers	2.1 Implement Survey services	None	1 day	<i>Division Head/ Survey Team CEO-Planning & Design .Division</i>
	2.2 Prepare survey results	None	1 day	<i>Division Head/ Survey Team CEO-Planning & Design .Division</i>
3. Get copy of the survey results	3. Submit report to the City Engineer and endorse same report with recommendation to the City Legal Office and other concerned agencies for further action	None	1 day	<i>City Engineer</i>
TOTAL		None	4 days & 40 minutes	

* The Planning and Design Division will act immediately depending on the sequence of the request or as to priority as required.

8. PREVENTIVE MAINTENANCE OF ALL CITY GOVERNMENT OWNED VEHICLES AND EQUIPMENT

All vehicles or equipment must abide with their preventive maintenance schedule.

A. Inspection

City-owned vehicles/equipment are inspected & assessed by CEO-Motorpool Division to provide a report of needed services or parts for repair or maintenance.

Office or Division	CEO - Motorpool Division			
Classification	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical			
Type of Transaction	<input type="checkbox"/> G2C – Government to Citizen <input type="checkbox"/> G2B – Government to Business Entity <input checked="" type="checkbox"/> G2G – Government to Government			
Who may avail:	All Departments and Offices of the LGU-Bacolod City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of vehicle/equipment for inspection		City Departments and offices of LGU-Bacolod		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE

1. Request Inspection from CEO-Motorpool thru call / text or chat message	1. Accepts request & provide schedule for inspection	None	1 day	<i>Division Head</i> <i>Engineer I</i> <i>Mechanical Shop</i> <i>Foreman</i> <i>CEO-Motorpool</i> <i>Division</i>
2. Present vehicle/equipment for inspection	2. Inspects vehicle/equipment & provide report of service/parts necessary for repair/maintenance	None	1 day	<i>Division Head</i> <i>Engineer I</i> <i>Mechanical Shop</i> <i>Foreman</i> <i>CEO-Motorpool</i> <i>Division</i>
TOTAL		None	2 days	

B. Vehicle Repair (Minor)

City-owned vehicles/equipment are repaired by CEO-Motorpool Division to provide as requested by other CEO Divisions and other departments.

Office or Division	CEO - Motorpool Division			
Classification	<input type="checkbox"/> Simple <input checked="" type="checkbox"/> Complex <input type="checkbox"/> Highly Technical			
Type of Transaction	<input type="checkbox"/> G2C – Government to Citizen <input type="checkbox"/> G2B – Government to Business Entity <input checked="" type="checkbox"/> G2G – Government to Government			
Who may avail:	All Departments and Offices of the LGU-Bacolod City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of vehicle/equipment for repair		Motorpool Division		
Parts needed for repair as listed on Inspection Report				
Inspection Result/Report				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Present vehicle / equipment for repair	1.1 Performs repair necessary for vehicle / equipment restoration to serviceable condition	None	2 days	<i>Division Head</i> <i>Engineer I</i> <i>Mechanical Shop Gen.</i> <i>Foreman</i> <i>Mechanical Shop</i> <i>Foreman</i>
	1.2 Commission repaired vehicle to driver / operator	None	1 day	<i>Mechanic II</i> <i>Light Equipment</i> <i>Operator</i>

2. Assess repaired vehicle if satisfactory	2. Conduct final checking / inspection & road test	None	1 day	Heavy Equipment Operator <i>Welder II</i>
TOTAL		None	4 days	

B.1 Vehicle Repair (Major)

City-owned vehicles/equipment are repaired by CEO-Motorpool Division to provide as requested by other CEO Divisions and other departments.

Office or Division	CEO - Motorpool Division			
Classification	<input type="checkbox"/> Simple <input checked="" type="checkbox"/> Complex <input type="checkbox"/> Highly Technical			
Type of Transaction	<input type="checkbox"/> G2C – Government to Citizen <input type="checkbox"/> G2B – Government to Business Entity <input checked="" type="checkbox"/> G2G – Government to Government			
Who may avail:	All Departments and Offices of the LGU-Bacolod City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of vehicle/equipment for repair		Motorpool Division		
Parts needed for repair as listed on Inspection Report				
Inspection Result/Report				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Present vehicle / equipment for repair	1.1 CEO-Motorpool performs repair necessary for vehicle / equipment restoration to serviceable condition	None	5 days	<i>Division Head</i> <i>Engineer I</i> <i>Mechanical Shop Gen. Foreman</i> <i>Mechanical Shop Foreman</i> <i>Mechanic II</i> <i>Light Equipment Operator</i>
	1.2 CEO-Motorpool commission repaired vehicle to driver / operator	None	1 day	
2. Assess repaired vehicle if satisfactory	2. CEO-Motorpool conduct final checking / inspection & road test	None	1 day	<i>Heavy Equipment Operator</i> <i>Welder II</i>
TOTAL		None	7 days	

B.2 Vehicle Repair (Rehabilitation Work)

City-owned vehicles/equipment are repaired by CEO-Motorpool Division to provide as requested by other CEO Divisions and other departments.

Office or Division	CEO - Motorpool Division			
Classification	<input type="checkbox"/> Simple <input type="checkbox"/> Complex <input checked="" type="checkbox"/> Highly Technical			
Type of Transaction	<input type="checkbox"/> G2C – Government to Citizen <input type="checkbox"/> G2B – Government to Business Entity <input checked="" type="checkbox"/> G2G – Government to Government			
Who may avail:	All LGU Bacolod Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of vehicle/equipment for repair		Motorpool Division		
Parts needed for repair as listed on Inspection Report				
Inspection Result/Report				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Present vehicle/equipment for repair	1.1 CEO-Motorpool performs repair necessary for vehicle / equipment restoration to serviceable condition	None	30 days	<i>Division Head</i> <i>Engineer I</i> <i>Mechanical Shop Gen. Foreman</i> <i>Mechanical Shop Foreman</i> <i>Mechanic II</i> <i>Light Equipment Operator</i>
	1.2 CEO-Motorpool commission repaired vehicle to driver / operator	None	1 day	
2. Assess repaired vehicle if satisfactory	2. CEO-Motorpool conduct final checking / inspection & road test	None	1 day	<i>Heavy Equipment Operator</i> <i>Welder II</i>
TOTAL		None	32 days	

C. Equipment Request (Public Schools and Barangay)

Any request for equipment are channeled thru CEO-Motorpool Division.

Office or Division	CEO - Motorpool Division			
Classification	<input type="checkbox"/> Simple <input checked="" type="checkbox"/> Complex <input type="checkbox"/> Highly Technical			
Type of Transaction	<input type="checkbox"/> G2C – Government to Citizen <input type="checkbox"/> G2B – Government to Business Entity <input checked="" type="checkbox"/> G2G – Government to Government			
Who may avail:	All Barangays and Public School in Bacolod City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed and endorsed letter of request		Office of the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE

1. Present letter of request to CMO & wait for endorsement to CEO	1. Upon endorsement, CEO-Motorpool accepts request & set schedule for ocular inspection	None	1 day	<i>Engineer I</i>
2. Assist CEO-Motorpool during inspection	2. Performs ocular inspection to assess needed equipment for job request & sets schedule for operation	None	1 day	<i>Engineer I</i> <i>Heavy Equipment Operator II</i>
3. Assist CEO-Motorpool during operation & assess job done	3. Assigns equipment & performs operation as per job request	None	3 days depending on scope of work	<i>Heavy Equipment Operator II</i>
TOTAL		None	5 days	

C.1 Equipment Request (LGU Departments)

Any request for equipment are channeled thru CEO-Motorpool Division.

Office or Division	CEO - Motorpool Division			
Classification	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical			
Type of Transaction	<input type="checkbox"/> G2C – Government to Citizen <input type="checkbox"/> G2B – Government to Business Entity <input checked="" type="checkbox"/> G2G – Government to Government			
Who may avail:	All Departments and Offices of the LGU Bacolod City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed and endorsed letter of request		Office of the City Engineer's		
Verbal request thru phone call to Motorpool				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Request to CEO-Motorpool Thru Phone call (LGU Bacolod Dept. Requests)	1. Upon endorsement, CEO-Motorpool accepts request & set schedule for area inspection	None	1 day	<i>Engineer I</i> <i>Engineer I</i>
2. Assist CEO-Motorpool during inspection	2. Performs ocular inspection to assess needed equipment for job request & sets schedule for operation	None	1 day	<i>Engineer I</i> <i>Heavy Equipment Operator II</i>

3. Assist CEO-Motorpool during operation & assess job done	3. Assigns equipment & performs operation as per job request	None	3 days depending on scope of work	Heavy Equipment Operator II
TOTAL		None	4 days	

D. Vehicle/Certification

Serviceable vehicles/equipment used by LGU Bacolod are certified for accounting and documentation purposes.

Office or Division	CEO - Motorpool Division			
Classification	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical			
Type of Transaction	<input type="checkbox"/> G2C – Government to Citizen <input type="checkbox"/> G2B – Government to Business Entity <input checked="" type="checkbox"/> G2G – Government to Government			
Who may avail:	All Departments and Offices of the LGU Bacolod City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of vehicle/equipment for certification		CEO – Motorpool Division		
Updated OR/CR (vehicles only)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Present vehicle / equipment for certification along w/ updated OR/CR (for vehicles only)	1. Verifies serviceability of vehicle/equipment & accepts necessary documents.	None	1 day	<i>Engineer I</i> <i>Welder II</i>
2. Wait for processing of certificate of serviceability	2. Prepares certification of vehicle/equipment serviceability	None	2 days	<i>Engineer I</i> <i>Mechanic II</i>
TOTAL		None	3 days	

E. Preventive Maintenance

All vehicles/equipment must abide with their preventive maintenance schedule.

Office or Division	CEO - Motorpool Division		
Classification	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical		
Type of Transaction	<input type="checkbox"/> G2C – Government to Citizen <input type="checkbox"/> G2B – Government to Business Entity		

	■ G2G – Government to Government			
Who may avail:	All Departments and Offices of the LGU Bacolod City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of vehicle/equipment for preventive maintenance	CEO – Motorpool Division			
Parts needed for PM as listed in inspection report				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Present vehicle / equipment for preventive maintenance	performs PM procedure for vehicle/equipment	None	4 hours	
2. Assess job done if satisfactory	conducts final checking / inspection & road test	None	4 hours	
TOTAL		None	1 day	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Answer the client feedback form provided at the Public Assistance Help Desk of the office and drop it in the feedback and complaints box in front of the office lobby.
How feedback is processed?	<p>Every Friday, the Public Assistance Help Desk officer opens the drop box, compiles records all feedbacks submitted and forward it to the Administrative Officer ,</p> <p>The Administrative officer verifies the nature of the queries and feedback and the same will be referred to the Office Head to address the issue.</p> <p>Feedback requiring answer are forwarded to the concerned division/division head and they are required to answer within three (3) working days upon receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen/client .</p> <p>For inquiries and follow-ups, client's may contact the following telephone numbers and email add;</p> <p>(034) 432.3098 Office of the City Engineer (034) 708.0386 Administrative Division Email add: ceo@bacolodcity.gov.ph.</p>
How to file complaint?	Answer the client complaint form provided at the Public Assistance Help Desk of the office

	<p>and drop it in the feedback and complaints box in front of the office lobby.</p> <p>Complaints can also be filed via telephone/email Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complain - Incident - Evidence - For inquiries and follow-ups, clients may contact the following telephone numbers and email add; <p>(034) 432.3098 Office of the City Engineer (034) 708.0386 Administrative Division Email add: ceo@bacolodcity.gov.ph.</p>
<p>How complaints are processed?</p>	<p>The Complaints officer open the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints officer shall start the investigation and forward the complaint to the relevant division concerned for their explanation.</p> <p>The Complaints officer will create a report after the investigation and shall submit to the Head of Office for appropriate action</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, client's may contact the following telephone numbers and email add;</p> <p>(034) 432.3098 Office of the City Engineer (034) 708.0386 Administrative Division Email add: ceo@bacolodcity.gov.ph.</p>
<p>Contact Information of ARTA, PCC, and ARTA</p>	<p>ARTA: complaints@arta.gov.ph. :1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>