

# CITY ENGINEER'S OFFICE

Seminary Road, Brgy. Del Carmen, Iligan City, 9200

Tel.: (063) 221-4645 / 221-4638 email : [ceo\\_iligan@yahoo.com](mailto:ceo_iligan@yahoo.com)

**Frontline service** : **PROVIDE VEHICLE/EQUIPMENT FOR PROJECT/WORK, TO FERRY/FETCH PERSONNEL AND FOR RESCUE OF DEFECTIVE UNITS**

**Schedule of Availability of Service:** 8:00AM-5:00 PM Daily (No noon break) excluding Saturdays, Sundays and Holidays.  
On Mondays provision of services starts after flag raising  
(may render overtime on weekdays, Saturday and Sunday if with approved request and available funds)

**Who may Avail of the Service** : a) Personnel of Maintenance and Construction Division  
b) Personnel of other Government Offices (local and national) and Barangays

**What are the Requirements:** a) filled-up 'Request Form for Dispatching' for walk-in/verbal request on urgent needs;  
b) approved Request Letter addressed to the CEO for non-urgent needs

**Duration : 26 mins** for procesing, **30 mins** per transaction within city use **& 24 hrs** outside city use

## How to Avail of the Service :

STEP	APPLICANT/CLIENT	SERVICES PROVIDER	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON IN CHARGE	FEES	FORM/S
1	Call/personal representation to request for equipment/ service dispatch	Receive Call or Visit from customer	3 mins.	Designated Dispatching Officer		
		Verify nature of request if urgent or not, and other details(location, etc.)	3 mins.	Designated Dispatching Officer		
2	Fill-up 'Request Form for Dispatching' if request is urgent in nature	Receive and process Request Form for dispatching, approves	10 mins.	Dispatching Officer, Division Chief		Request Form for Dispatching
3	Prepare 'Letter of Request' addressed to CMO/CEO if 'not urgent' in nature and forward approved letter to CEO & MSSD	Receive approved letter of request from the City Engineer and notify customer for approval	10 mins.	Division Chief		
		Assign unit and operator/driver and issue dispatch slip (if use/travel is urgent and is within Iligan City)	30 mins.	Dispatching Officer, Division Chief		
4	Prepare and have approved Travel Order	Assign unit and operator/driver and issue dispatch slip (if use/travel is outside Iligan City)	24 hours	Dispatching Officer, Division Chief		
<b>END OF TRANSACTION</b>						