

**CITIZEN CHARTER  
ENGINEERING DEPARTMENT  
WATER MANAGEMENT MAINTENANCE/OPERATIONS AND DANGLING WIRES SECTION**

**SERVICE: (For Water Management Maintenance)** Repair of Plumbing/Sanitary Piping Systems on all Pasig City Buildings and other facilities.

**SERVICE: (For Dangling Wires)** site inspection with the applicant, to repair loose cables, remove dead wires/cables in areas where the applicant has a project and Issuance of clearance/certification to applicant

<b>Office or Division:</b>	Water Management Maintenance/Operations and Dangling Wires Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	General Public/community Non-Government Organizations Barangay Officials School Officials Health Officials

**WATER MANAGEMENT MAINTENANCE SECTION:**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request address to the Honorable City Mayor	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit letter address to the City Mayor, Pasig C3 Office and Ugnayan ng Pasig Office	Received Letter of Request	N/A	5 to 10 mins	Mayor's Office Pasig C3 Office Ugnayan ng Pasig Office
2	Received letter of request	Endorse the request letter to Chief of Office	N/A	1 to 3 mins	Donita Jean S. Apoli (Administrative Aide III)
3	Confirm Schedule Of Inspection	Schedule of actual inspection and investigation	N/A	Maximum of 3 hrs.	Engr. Renz Jefferson F. Cruz (Chief)
4	Join with the inspector in inspecting the area	Conduct site inspection, evaluation, and investigation	N/A	2 to 4 Hour	Engr. Renz Jefferson F. Cruz (Chief) Johnson SA. Felix (Labor Gen Foreman)
		Prepare available materials to be use	N/A	12 to 15 mins	Johnson SA. Felix (Labor Gen Foreman) Donita Jean S. Apoli (Administrative Aide III)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Requisitioner's presence to assist in the Installation / Repair & etc...	Schedule of Installation/ Repair Works	N/A	15 to 30 Mins.	Engr. Renz Jefferson F. Cruz (Chief) Johnson SA. Felix (Labor Gen Foreman)
	-do-	Installation/ Repair Works	N/A	1 to 2 days	Technician/ Plumber
TOTAL:					

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> <li>1. Fill up client form and drop at the designated drop box located at the Public Assistance Complaints Desk at the reception.</li> <li>2. Forward to UGNAYAN NG PASIG</li> </ol>
How feedback is processed	<ol style="list-style-type: none"> <li>1. Feedback requiring response are forwarded to the concerned division and requires reply within 24 hours</li> <li>2. Call the complainants to inform the immediate action</li> </ol>
How to file a complaint	<ol style="list-style-type: none"> <li>1. Fill up client complaints form and drop at the designated drop box located at the Public Assistance Complaints Desk at the reception.</li> <li>2. Forward to UGNAYAN SA PASIG</li> </ol>
How complaints are processed	<ol style="list-style-type: none"> <li>1. Complaints are forwarded to the concerned division and requires reply within 24 hours</li> <li>2. Call the complainant to inform the immediate action</li> <li>3. Submit report to the Division Head after settlement of the complaint</li> </ol>
Contact Information	Email Address: <a href="mailto:engineeringwatermanagement@gmail.com">engineeringwatermanagement@gmail.com</a>