

**CITIZEN'S CHARTER
ENGINEERING DEPARTMENT
THE GENERATOR SET MAINTENANCE SECTION**

GENERATOR SET MAINTENANCE WORKS:

To provide the following services for the generator set maintenance works:

- ✓ Inspection of the generator set to various locations
- ✓ Operate a generator in dry run condition.
- ✓ Conduct maintenance checklist
- ✓ Estimate of maintenance checklist for prevention

Office or Division:	Engineering Department - Genset Maintenance Section
Classification:	Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	Government of Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Formal request for Genset repair	- Government offices
2. Approved Purchase Request	- Mayor's office
3. Cost of materials and equipment	- Suppliers, distributors, manufacturers, and fabricators

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1	Approved formal request	For inspection / survey	None	1 day	Engr. Jorge L. Tizon
2	Preparation of purchase request	Canvassing and preparation of purchase request	None	2 days	Engr. Jorge L. Tizon
TOTAL				3 Days	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Please fill out the client feedback form and drop it in the designated drop box in the engineering department or send it via Gmail.
How feedback is processed	Feedback requiring a response is forwarded to the concerned section and requires a reply within 24 hours.
How to file a complaint	Please fill out the client feedback form and drop it in the designated drop box in the engineering department or send it via Gmail.
How complaints are processed	<ol style="list-style-type: none">1. The office secretary of Genset maintenance section opens Gmail daily and checks the complaints.2. Regular monitoring of the forwarded complaints to the concerned section for the action done.
Contact Information	pasiggensetmaintenance.gov@gmail.com