

**CITIZEN CHARTER  
ENGINEERING DEPARTMENT  
ELECTRICAL MAINTENANCE SECTION**

**Name of the Service: REQUEST FOR REPAIR / REPLACEMENT OF BUSTED BULBS ON STREETLIGHTS**

**Brief Description of Service:** the City Government accepts request for the repair / replacement of busted bulbs on streetlights along the City's Main Roads and Avenues and Secondary Roads. The requesting party may call thru Pasig City Command Center (C3 8643-0000), Ugnayan sa Pasig (8-643-1111 loc. 55, Comment on Facebook Page, Pasig Information Office FB (PIO) and by directly reporting to the Electrical Maintenance Section.

<b>Office or Division</b>	Engineering Department/ Electrical Maintenance Section
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	Government to Citizens Government to Government
<b>Who May Avail</b>	General Public / Community Non-Government Organization Barangays in Pasig

#	Client Steps	Office Actions	Fees to Paid	Processing Time	Person Responsible
1	Phone Call via Pasig C3	Endorse to Head of the Office	None	5-10 minutes	Marc Raomin C. Morales/ Office Clerk
	Direct Call/Walk-in	Endorse to Head of the Office	None	5-10 minutes	Marc Raomin C. Morales/ Office Clerk
	Submit Letter of request addressed to the City Mayor	Received Letter of Request	None	Within the day of request	Mayor's Office 8 <sup>th</sup> floor/ Office Clerk
	Phone Call via Pasig Ugnayan	Endorse to Head of the Office	None	Within the day of request	Ugnayan sa Pasig 2 <sup>nd</sup> floor/ Office Clerk
	Write a comment on Pasig Information Office	Evaluate the comment	None	Within the day of request	Pasig Information's Office/ Office Clerk
2	Confirm Schedule of site inspection	Schedule site inspection	None	2 hours	Foreman Roberto L. Cruz Jr./ Rommel M. Villarante
		If streetlight is installed along Main Road, Avenue; along Secondary	None	Schedule or Within the day of request	Foreman Roberto L. Cruz Jr./ Rommel M. Villarante and Electricians

		If Electrical Materials are available to facilitate the repair; Repair/ Replacement of Busted Bulb will be conducted immediately	None	Within the day of request	Foreman Roberto L. Cruz Jr./ Rommel M. Villarante and Electricians
		If streetlight is along alleys/tertiary road, inform requesting party to seek assistance of the Barangay Chairman/ Brgy. Electrician to expedite the repair / replacement of busted bulb	None	Within the day after inspection	Foreman Roberto L. Cruz Jr./ Rommel M. Villarante and Electricians
		If streetlight is MERALCO property endorse / call MERALCO Pasig Branch / 162-11	None	15 minutes	Meralco Area Engineer
TOTAL:					

## FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Requesting person are encouraged to do accomplished feedback form and drop them at the office of Electrical Maintenance Section
How feedback is processed	Feedback is gathered and read by the Head of Office and Secretary of Electrical Maintenance Section
How to file a Complaint	Accomplish the complaint and do it immediately
How Complaints are Processed	Received and discussed the complaints whether verbal or written with the Head of Office, foreman and electricians to accomplish the request
Contact Information	CALL 8-641-35-97