

**CITIZEN CHARTER  
ENGINEERING DEPARTMENT  
FLOOD CONTROL MAINTENANCE OPERATION SECTION**

**CONSTRUCTION AND MAINTENANCE OF PUMPING STATIONS**

Office or Division	Flood Control Operation/Maintenance
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail :	All Citizens of Pasig City

REQUIREMENTS	WHERE TO SECURE

No.	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Request Letter addressed to the City Mayor of Pasig.	Forward the letter to the Chief of office for Checking & Review	N/A	3 minutes	Secretary
2.	Accompany Project In-Charge during survey	Ocular inspection of the Site Location	N/A	4 hours	Project In-charge
3.	Informing PPCD regarding Project Development	Preparation of Plans (draft) Preparation of Program of Works	N/A	4 hours	Project In-charge
4.	Coordination with DRRMO	Operating all pumping station during disaster	N/A	24 hours	Operators
5.	Final Design	Finalization of Plans	N/A	6 hours	Draftsman
		Checking of Plans		30 minutes	Project In-charge
		Finalization of Program of Works		4 hours	Project In-charge
		Checking & Review of the Project		1 hour	Project In-charge
		Checking & Review of the Project		1 hour	Section Chief
6.	Coordinate with Project In-charge	Final Checking & recommendation for approval of the Project	N/A	1 hour	OIC, Engineering Department
7.	Maintenance	Maintaining all pumping station	N/A	8 hour	Operators
8.	Flood Mitigation	Planning and Development to avoid heavy rain fall at one area	N/A	1 hour	All Members

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?.....	<ol style="list-style-type: none"> <li>1. Fill up client feedback 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 feedback is processed?.....	<ol style="list-style-type: none"> <li>1. Feedback requiring response are forwarded to the concerned division and requires reply within 24hours</li> <li>2. Call the complainant 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 24hours</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: pasigfloodmaintenance@gmail.com