

CITIZEN'S CHARTER
Engineering Department
General Maintenance Section

Request for various services under the General/Maintenance Division

The City Government accepts various services under the General Maintenance Division at various streets and Barangay's of Pasig City. The requesting party may call thru Pasig City Command Center (C3 8643-0000) and Ugnayan sa Pasig and by directly reporting to the General Maintenance division via walk in.

Office or Division:	General Maintenance Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	General Public/Community Non-Government Organization Barangays in Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. N/A	N/A

GENERAL MAINTENANCE DIVISION

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit letter of request addressed to the City Mayor	Receive letter of request	N/A	5 mins.	Mayor's Office
2		Forwarded to the mayor	N/A	10 mins.	Secretary
3		Evaluate Letter Request	N/A	20 mins.	City Mayor
4		Endorse to Department Head	N/A	20 mins.	Engr. Artaxerxes V. Geronimo
5	Phone Call / Walk in via Pasig C3 and Ugnayan sa Pasig	Endorse to Division Chief	N/A	15 mins.	Engr. Neil U. Reyes
6		Endorse to Section Chief	N/A	15 mins.	1. Engr. Neil U. Reyes 2. Engr. Virgilio R. Tuazon 3. Engr. Laurence John L. Santos 4. Engr. Renz Jefferson F. Cruz 75. Engr. Emmalyn A. Sonza 86. Engr. Jorge Tizon 7. Ferdinand D. Cruz

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7	Direct Call / Walk In	Endorse to Section	N/A	15 mins.	1. Engr. Neil U. Reyes 2. Engr. Virgilio R. Tuazon 3. Engr. Laurence John L. Santos 4. Engr. Renz Jefferson F. Cruz 5. Engr. Emmalyn A. Sonza 6. Engr. Jorge Tizon 7. Ferdinand D. Cruz
8	Confirm schedule of maintenance work	Schedule site inspection	N/A	2 hrs.	1. Engr. Neil U. Reyes 2. Engr. Virgilio R. Tuazon 3. Engr. Laurence John L. Santos 4. Engr. Renz Jefferson F. Cruz 5. Engr. Emmalyn A. Sonza 6. Engr. Jorge Tizon 7. Ferdinand D. Cruz
TOTAL:				205 mins.	

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 General Division.
How feedback is processed	Feedback is gathered and read by the Head of the office and Secretary of General Maintenance Division.
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 the office, foreman to accomplish the request.
Contact Information	Tel. no. 641-3597 (Engineering Department) Email address: dmshpasigcity@gmail.com