

**CITIZEN CHARTER
ENGINEERING DEPARTMENT
ROAD MAINTENANCE SECTION**

ROAD MAINTENANCE SECTION

Road Improvement. Thermoplastic Paint Application, Installation/Retrieval of Stage, Delivery & Retrieval of Tents, Chairs

Office or Division:	General Maintenance Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Residents of Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. NONE	NONE

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Letter Requests Addressed to City Mayor/Ugnayan Office/C3 Office/Oplan Kaayusan	Receives Letter Request	NONE	5 minutes	Mayor's Office/Ugnayan Office/C3 Office
		Evaluate Letter	NONE	5 minutes	Mayor's Office/Ugnayan Office/C3 Office
		Endorse to City Engineer Office/Admin Division/Planning Division	NONE	1day	Mayor's Office/Ugnayan Office/C3 Office
		Endorse to Road Maintenance Section	NONE	30 minutes	City Engineer's Office
		Schedule Site Inspection & Evaluation (if necessary)	NONE	1day	Road Maint. Section/ Engr. Virgilio R. Tuazon
		For Asphalt Patching of Potholes /Backfilling of Potholes	NONE	1day	Road Maint. Section/ Engr. Virgilio R. Tuazon
2	Submit Letter Request Addressed to City Mayor Regarding Tents & Chairs	Receives Letter Request	NONE	5 minutes	Mayor's Office
		Evaluate Letter	NONE	5 minutes	Mayor's Office
		Endorse to Road Maintenance Section /City Engineer's Office	NONE	1day	Mayor's Office
			NONE		

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Submit Letter Request Addressed to City Mayor Regarding Stage & or Platform	For Schedule of Delivery/Retrieval (Tents & Chairs)	NONE	5 minutes	Road Maintenance Section/Engr.Virgilio R. Tuazon
		Receives Letter Request	NONE	5 minutes	Mayor's Office
		Evaluate Letter		5minutes	Mayor's Office
		Endorse to Road Maintenance Section /City Engineer's Office	NONE	1day	Mayor's Office
		For Schedule of Delivery/Retrieval (Stage/ Platform)	NONE	5 minutes	Road Maintenance Section/Engr.Virgilio R. Tuazon
			NONE		
TOTAL:				6 Days and 10 Minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Client is encouraged to accomplish feedback forms & drop it at the designated drop box at Public Assistance and Complaints Desk at the Reception 2. Forwarded to Ugnayan 3. Contact for Information & Inquiries at Roadcarpentrysection@gmail.com
How feedback is processed	<ol style="list-style-type: none"> 1. Feedback requiring response are forwarded to the concerned division & requires reply within 24. Hours 2. Call the complainant or requesting party to inform the immediate action
How to file a complaint	<ol style="list-style-type: none"> 1. Fill-up client feedback form & drop it at the designated drop box located at the Public Assistance and Complaints Desk at the Reception 2. Complaint can also be forwarded to UGNAYAN Office/C3 Office 3. Contact for information & inquiries at Roadcarpentrysection@gmail.com
How complaints are processed	<ol style="list-style-type: none"> 1. Regular checking of email for evaluation of complaints 2. Submission of action done to General Maintenance Division 3. Inform the client with regards to action done about the complaint thru email or call/text