

CITIZEN CHARTER
Drainage Maintenance Section
Engineering Department

Request for Declogging/Cleaning Drainage and Repair of Manhole Cover

The City Government accepts request for Declogging/Cleaning of Drainage and repair of Manhole Cover 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 Drainage Maintenance Section via walk in.

Office or Division:	Drainage Maintenance Office
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
2. N/A	N/A

REPAIR AND DECLOGGING

#	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.	1. Jovie Ecija 2. Kharizza Mae Lactaen
		Forwarded to the Admin Division, Engineering Department	N/A	10 mins.	1. Jovie Ecija 2. Kharizza Mae Lactaen
		Evaluate Letter Request	N/A	20 mins.	1. Jovie Ecija 2. Kharizza Mae Lactaen
		Endorse to Section Chief	N/A	20 mins.	Engr. Neil U. Reyes
	Phone Call / Walk in via Pasig C3 and Ugnayan sa Pasig	Endorse to Section Chief	N/A	15 mins.	Engr. Neil U. Reyes

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Direct Call / Walk In	Endorse to Section Chief	N/A	15 mins.	Engr. Neil U. Reyes
2	Confirm schedule of maintenance work	Schedule site inspection	N/A	2 hrs.	1. Ernani Cebu 2. Benedick Fernandez
TOTAL:				205 mins.	

ON SITE MAINTENANCE WORK

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Job Order for Maintenance Work (Declogging/Repair)	Dispatching of Maintenance Team	N/A	1 day to 3 days depending scope work	Jovie Ecija
2	Clients Acknowledgements/Remarks for the onsite maintenance work	Inform Client of the result of onsite maintenance work	N/A	15 mins.	Foreman Alyn Lanaza
3	Team Leader Report	Submit Job Order Form with clients Acknowledgements/Remarks	N/A	10 mins.	Foreman Alyn Lanaza
4	Evaluation of Team Leader Report	Completed Job Order	N/A	10 mins.	1. Jovie Ecija 2. Kharizza Mae Lactaen
		Prepare Accomplishment Report	N/A	1 Day	1. Jovie Ecija 2. Kharizza Mae Lactaen

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 Drainage Maintenance Section.
How feedback is processed	Feedback is gathered and read by the Head of the office and Secretary of Drainage 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 the office, foreman to accomplish the request.
Contact Information	Email address : dmpasigcity@gmail.com