

ANNEX A

(English)

CITIZEN CHARTER CITY ENGINEERING OFFICE GENERAL MAINTENANCE DIVISION WATER MANAGEMENT MAINTENANCE/OPERATIONS AND DANGLING WIRES SECTION

1. REPAIR OF PLUMBING/SANITARY PIPING SYSTEMS ON ALL PUBLIC BUILDINGS AND OTHER FACILITIES IN PASIG CITY.

The City Government accepts the request for repair of plumbing/sanitary piping systems on all Public Buildings and other facilities in Pasig City. The requesting party may submit a letter of request address to the Office of the City Mayor or may call through Pasig City Command Center (C3 8643-0000) and Ugnayan sa Pasig, or by directly reporting to the office of Water Management Maintenance/Operations and Dangling Wires Section via walk-in.

A. Receiving the letter of request for the requested repair of plumbing/sanitary piping systems on all Public Buildings and other facilities in Pasig City.

Office or Division:	Water Management Maintenance/Operations and Dangling Wires Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	General Public/community Barangay Officials School Officials Health Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request address to the Honorable City Mayor	Provided by the requester

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit a letter of request address to the Honorable City Mayor	After the Office of the City Mayor has received the letter of request, it shall be forwarded to the Engineering Department-General Division, which will subsequently assign it to the Water Management Maintenance Office. Following this, the Water Management Maintenance Office will receive the letter of request.	none	2-5 minutes	Donita Jean S. Apoli (Administrative Aide III)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2		Endorse the letter of request to Chief of Office	none	1-3 minutes	Donita Jean S. Apoli (Administrative Aide III)
3		Prepare the job order form	none	2-5 minutes	Johnson SA. Felix (Labor General Foreman)
4	Confirm the schedule of Inspection	Assign the complete job order form to the Water Management Maintenance Group and set the schedule of actual inspection and investigation	none	Maximum of 1 hours	Engr. Renz Jefferson F. Cruz (Chief)
5	Accompany the inspector during the inspection of the area	Conduct a site inspection, evaluation, and investigation.	none	1-3 hours	Engr. Renz Jefferson F. Cruz (Chief) Johnson SA. Felix (Labor Gen Foreman)
6		Prepare available materials to be use	none	10-20 minutes	Johnson SA. Felix (Labor Gen Foreman) Donita Jean S. Apoli (Administrative Aide III)
7		Set the schedule of Installation/ Repair Works	none	15-30 minutes	Engr. Renz Jefferson F. Cruz (Chief) Johnson SA. Felix (Labor Gen Foreman)
8	Requisitioner's presence to assist in the Installation / Repair & etc...	Installation/ Repair Works	none	1-2 days	Technician/ Plumber

B. Receiving of walk-in request for the requested repair of plumbing/sanitary piping systems on all Public Buildings and other facilities in Pasig City.

Office or Division:	Water Management Maintenance/Operations and Dangling Wires Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	General Public/community Barangay Officials School Officials Health Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Details of requests	Provided by the requester

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Provide the details of the requests	Record the details of the requests in the logbook	none	2-5 minutes	Donita Jean S. Apoli (Administrative Aide III)
2		Prepare the job order form	none	2-5 minutes	Johnson SA. Felix (Labor General Foreman)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Confirm the Schedule of Inspection	Assign the complete job order form to the Water Management Maintenance Group and set the schedule of actual inspection and investigation	none	Maximum of 1 hour	Engr. Renz Jefferson F. Cruz (Chief) Johnson SA. Felix (Labor General Foreman)
4	Accompany the inspector during the inspection of the area	Conduct site inspection, evaluation, and investigation	none	1-3 hours	Engr. Renz Jefferson F. Cruz (Chief) Johnson SA. Felix (Labor General Foreman)
5		Prepare available materials to be use	none	10-20 minutes	Johnson SA. Felix (Labor Gen Foreman) Donita Jean S. Apoli (Administrative Aide III)
6		Set the schedule of Installation/ Repair Works	none	15-30 minutes	Engr. Renz Jefferson F. Cruz (Chief) Johnson SA. Felix (Labor General Foreman)
7	Requisitioner's presence to assist in the Installation / Repair & etc...	Installation/ Repair Works	none	1-2 days	Technician/ Plumber

C. Receiving of transmittal report from the office of the Ugnayan sa Pasig and Pasig C3 for the requested repair of plumbing/sanitary piping systems on all public buildings and other facilities in Pasig City.

Office or Division:	Water Management Maintenance/Operations and Dangling Wires Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	General Public/community Barangay Officials School Officials Health Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Details of requests	Provided by the requester

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Provide the details of the requests	After the details of requests has been received and recorded by the Office of the Ugnayan sa Pasig or C3, the Office of the Ugnayan sa Pasig/Pasig C3 will be processed with a transmittal report,	none	2-5 minutes	Donita Jean S. Apoli (Administrative Aide III)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		and the complete transmittal report will be forwarded to the Office of the Water Management Maintenance/Operations & Dangling Wires Section. The Water Management Maintenance/Operations & Dangling Wires Section will receive the Transmittal report.			
2		Endorse the transmittal report to Chief of Office	none	1-3 minutes	Donita Jean S. Apoli (Administrative Aide III)
3		Prepare the job order form	none	2-5 minutes	Johnson SA. Felix (Labor General Foreman)
4	Confirm the Schedule of Inspection	Assign the complete job order form to the Water Management Maintenance Group and set the schedule of actual inspection and investigation	none	Maximum of 1 hour	Engr. Renz Jefferson F. Cruz (Chief) Johnson SA. Felix (Labor General Foreman)
5	Accompany the inspector during the inspection of the area	Conduct site inspection, evaluation, and investigation	none	1-3 hours	Engr. Renz Jefferson F. Cruz (Chief) Johnson SA. Felix (Labor General Foreman)
6		Prepare available materials to be use	none	10-20 minutes	Johnson SA. Felix (Labor Gen Foreman) Donita Jean S. Apoli (Administrative Aide III)
7		Set schedule of Installation/ Repair Works	none	15-30 minutes	Engr. Renz Jefferson F. Cruz (Chief) Johnson SA. Felix (Labor General Foreman)
8	Requisitioner's presence to assist in the Installation / Repair & etc...	Installation/ Repair Works	none	1-2 days	Technician/ Plumber

2. REPAIR OF LOOSE CABLES, REMOVAL OF DEAD WIRES/CABLES, AND REPAIR OF LEANING POLES.

The City Government accepts request for repair of loose cables, removal of dead wires/cables, and repair of leaning poles under vicinity of Pasig City. The requesting party may submit a letter of request address to the Office of the City Mayor or may call through Pasig City Command Center (C3 8643-0000) and Ugnayan sa Pasig.

A. Receiving of transmittal report from the office of the ugnayan sa pasig and pasig c3 for the requested repair of loose cables, removal of dead wires/cables, and repair of leaning poles.

Office or Division:	Water Management Maintenance/Operations and Dangling Wires Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	General Public/community Non-Government Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Details of requests	Provided by the requester

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Provide the details of the requests	After the details of requests has been received and recorded by the Office of the Ugnayan sa Pasig or C3, the Office of the Ugnayan sa Pasig/Pasig C3 will be processed with a transmittal report, and the complete transmittal report will be forwarded to the Office of the Water Management Maintenance/Operations and Dangling Wires Section. The Water Management Maintenance/Operations and Dangling Wires Section will receive the Transmittal report.	none	2-5 minutes	Mark Anthony G. Albero (Inspector) Donita Jean S. Apoli (Administrative Aide III)
2		Endorse the transmittal report to Chief of Office	none	1-3 minutes	Mark Anthony G. Albero (Inspector) Donita Jean S. Apoli (Administrative Aide III)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Confirm Schedule of Inspection	Set the schedule of site inspection	none	1-3 minutes	Mark Anthony G. Albero (Inspector)
4		Conduct site inspection	none	1-2 hours	Mark Anthony G. Albero (Inspector)
5		Prepare the Inspection report	none	5-10 minutes	Mark Anthony G. Albero (Inspector)
6		Endorse to Telco the complete Inspection Report	none	3 minutes	Mark Anthony G. Albero (Inspector)
7		Receive the Accomplishment Report from Telco	none	1-3 working days	Mark Anthony G. Albero (Inspector)
8		Inform the Telco to forward the Accomplishment Report to the requester	none	3 minutes	Mark Anthony G. Albero (Inspector)
9	Receive the Accomplishment Report	Record and File the Accomplishment report and include to the Monthly Accomplishment Report of the office	none	3 minutes	Mark Anthony G. Albero (Inspector)

B. Receiving the letter of request for the requested repair of loose cables, removal of dead wires/cables, and repair of leaning poles.

Office or Division:	Water Management Maintenance/Operations and Dangling Wires Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	General Public/community Non-Government Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request address to the Honorable City Mayor	Provided by the requester

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit a letter of request address to the Honorable City Mayor	After the Office of the City Mayor has received the letter	none	2-5 minutes	Mark Anthony G. Albero (Inspector) Donita Jean S. Apoli

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Mayor	of request, it shall be forwarded to the Engineering Department-General Division, which will subsequently assign it to the Water Management Maintenance Office. Following this, the Water Management Maintenance Office will receive the letter of request.			(Administrative Aide III)
2		Endorse the letter of request to Chief of Office	none	1-3 minutes	Mark Anthony G. Albero (Inspector) Donita Jean S. Apoli (Administrative Aide III)
3	Confirm Schedule of Inspection	Set the schedule of site inspection	none	1-3 minutes	Mark Anthony G. Albero (Inspector)
4		Conduct site inspection	none	1-2 hours	Mark Anthony G. Albero (Inspector)
5		Prepare the Inspection report	none	5-10 minutes	Mark Anthony G. Albero (Inspector)
6		Endorse to Telco the complete Inspection Report	none	3 minutes	Mark Anthony G. Albero (Inspector)
7		Receive the Accomplishment Report from Telco	none	1-3 working days	Mark Anthony G. Albero (Inspector)
8		Inform the Telco to forward the Accomplishment Report to the requester	none	3 minutes	Mark Anthony G. Albero (Inspector)
9	Receive the Accomplishment Report	Record and file the Accomplishment report and include to the Monthly Accomplishment Report of the office	none	3 minutes	Mark Anthony G. Albero (Inspector)

3. ISSUANCE OF CLEARANCE/CERTIFICATION, WHICH IS A REQUIREMENT FOR EXCAVATION AERIAL PERMIT

For the application of clearance/certification for excavation aerial permit, the applicant is required to fulfill the requirements, which include a letter of intent and/or undertaking, barangay permit, plans & specifications, and an inspection of the area where the applicant has a project.

A. Application for the issuance of clearance/certification, which is a requirement for excavation aerial permit.

Office or Division:	Water Management Maintenance/Operations and Dangling Wires Section
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Non-Government Organizations General Public/community

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of intent and/or undertaking	Provided by the applicant
2. Barangay Permit	Provided by the Barangay
3. Plans and specifications	Provided by the applicant

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the copy of LOI, Barangay Permit and Plan	Check the completeness of the submitted documents, receive, and endorse the documents to Chief of Office	none	2-5 minutes	Mark Anthony G. Albero (Inspector) Donita Jean S. Apoli (Administrative Aide III)
2	Confirm the schedule of Inspection area	Set the schedule of inspection at a time that the applicant and the inspector are both available	none	5-10 minutes	Engr. Renz Jefferson F. Cruz (Chief) Mark Anthony G. Albero (Inspector)
3	Accompany the inspector during the inspection of the area where new cables or new poles will be installed	Conduct site inspection with the applicant, to repair loose cables, remove dead wires/cables in areas where the applicant has a project	none	60-240 minutes	Engr. Renz Jefferson F. Cruz (Chief) Mark Anthony G. Albero (Inspector)
4	Complete the Requirements	Issue a clearance/certification to applicant who was able to comply with those that need to be fixed.	none	10-15 minutes	Engr. Renz Jefferson F. Cruz (Chief)

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Fill up client form and drop at the designated drop box located at the Public Assistance Complaints Desk at the reception. 2. Forward to UGNAYAN NG PASIG
How feedback is processed	<ol style="list-style-type: none"> 1. Feedback requiring response are forwarded to the concerned division and requires reply within 24 hours 2. Call the complainants to inform the immediate action
How to file a complaint	<ol style="list-style-type: none"> 1. Fill up client complaints form and drop at the designated drop box located at the Public Assistance Complaints Desk at the reception. 2. Forward to UGNAYAN SA PASIG
How complaints are processed	<ol style="list-style-type: none"> 1. Complaints are forwarded to the concerned division and requires reply within 24 hours 2. Call the complainant to inform the immediate action 3. Submit report to the Division Head after settlement of the complaint
Contact Information	Email Address: engineeringwatermanagement@gmail.com