

**CITIZEN CHARTER
ENGINEERING DEPARTMENT**

ROAD MAINTENANCE SECTION

Road Improvement, Thermoplastic Paint Application, Installation / Dismantling of Stage, Platform

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.	N/A	N/A
2.	N/A	N/A

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Letter Requests Addressed to City Mayor / Uganayan Office Oplan Kaayusan	Receives Letter Request	N/A	5 minutes	Mayor's Office / Uganayan Office
		Evaluate Letter	N/A	5 minutes	Mayor's Office / Uganayan Office
		Endorse to City Engineer Office / Admin Division / Planning Division	N/A	1 day	Mayor's Office / Uganayan Office
		Endorse to Road Maintenance Section	N/A	30 minutes	City Engineer's Office
		Schedule Site Inspection & Evaluation (if necessary)	N/A	1 day	Road Maint. Section/ Engr. Virgilio R. Tuazon
	For Asphalt Patching of Potholes / Backfilling of Potholes	N/A	1 day	Road Maint. Section/ Engr. Virgilio R. Tuazon	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Submit Letter Request Addressed to City Mayor Regarding Stage, Platform	Receives Letter Request	N/A	5 minutes	Mayor's Office
		Evaluate Letter	N/A	5 minutes	Mayor's Office
		Endorse to Road Maintenance Section / City Engineer's Office	N/A	1 day	Mayor's Office
		For Schedule of Installation / Dismantling (Stage /Platform)	N/A	5 minutes	Road Maintenance Section/ Engr. Virgilio R. Tuazon
TOTAL:					

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 patry to inform the immediate action
How to file a complaint	<ol style="list-style-type: none"> 1. Fill-up 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 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