

CITIZEN'S CHARTER

QUALITY CONTROL SECTION/
ADMINISTRATIVE DIVISION

QUALITY CONTROL AND ASSURANCE

- To ensure all Infrastructure Project of the Local Government of Pasig are undertaken according to plans and passed the standard test and specifications as stipulated in the contract.

Office or Division	QUALITY CONTROL SECTION/ ADMINISTRATIVE DIVISION
Classification	SIMPLE
Type of Transaction	G2B - Government to Business Entity
Who may avail	Contractors

REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent (with complete set of requirements)	To be provided by the Contractor

No.	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Request Quality Control Section to witness material testing	- To witness on Testing Center - Verify test results for approval/disapproval	none none	1 day 30 minutes	- Engr. Julito S. Usman, Engr. Romel L. Macaroyo & Marlyn C. Reyes
2.	Submit Pouring Request Filled out Form (Structures must be complied with Plans and Specifications)	- Receive the request and set schedule for inspection - Inspection on site - Approval/disapproval of Pouring Request	none none none	5-10 minutes 1 day 1 day	- Jennifer C. Garcia - Engr. Julito S. Usman, Engr. Romel L. Macaroyo & Marlyn C. Reyes - Ar. Isagani P. Rivera
3.	Submit Letter of Intent for Progress Billing (with complete attached requirements)	- Receive the request and set schedule for inspection - Inspection on site - Issuance of Certification	none none none	5-10 minutes 1 day 1 day	- Jennifer C. Garcia - Engr. Julito S. Usman, Engr. Romel L. Macaroyo & Marlyn C. Reyes - Ar. Isagani P. Rivera

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?.....	<ol style="list-style-type: none"> 1. Fill up client feedback 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 feedback is processed?.....	<ol style="list-style-type: none"> 1. Feedback requiring response are forwarded to the concerned division and requires reply within 24hours 2. Call the complainant 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 24hours 2. Call the complainant to inform the immediate action

	3. Submit report to the Division Head after settlement of the complaint.
Contact Information.....	Tel. No. 86413597 Email Address: pasig_engineering@yahoo.com