

**CITIZEN CHARTER
MAYOR'S OFFICE**

PASIG CITY HOMEOWNERS ASSOCIATION DESK

Concern's and request of Constituents

Office or Division:	OFFICE OF THE MAYOR (HOA)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Non-government organization, different organization, recognize and un recognize.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter	Constituents

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request Letter and Concern Letter to be receive by Mayor's Office	Forward to HOA Desk for Inspection and Recommendations	None	30-45 Minutes	Ma. Lourdes B. Gonzales Helen A. Vasquez
2	HOA Desk	Inspection, simple complaint resolve immediately Recommendations	None	1 Day	Ma. Lourdes B. Gonzales Helen A. Vasquez
3	Engineering Office	Inspection, action and Accomplishment	None	One week	Ma. Lourdes B. Gonzales Helen A. Vasquez
TOTAL:			Varies		

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through Letter, Direct to Admin. Office.
How feedback is processed	Through letter or address Admin. Office directly to Mayor's Office.
How to file a complaint	Talk to HOA Desk Officer and state your complaint.
How complaints are processed	Simple complaints are resolved immediately.
Contact Information	Landline: loc. 1801 -8643 1111

**CITIZEN CHARTER
OPISINA NG MAYOR**

PASIG CITY HOMEOWNERS ASSOCIATION DESK

Mga alalahanin at kahilingan ng Mamamayan.

Opisina o Dibisyon:	OPISINA NG MAYOR (HOA)
Klasipikasyon:	Simpleng Transaksyon
Uri ng Transaksyon:	G2C – Pamahalaan sa mga Mamamayan
Sino ang maaring Makinabang:	Non-government organization at iba't ibang organisasyon na kinikilala man o hindi kinikilala.

LISTAHAN ng mga REQUIREMENTS/KAILANGAN	SAAN MAKUKUHA
1. Liham ng Kahilingan	Pasigueño

#	Dapat gawin ng Kliyente	Aksyon ng Ahensya	Kaukulang Bayad	Tagal ng Proseso	Nakatalagang Yunit/Kawani
1	Liham ng Kahilingan	Ipasa sa HOA Desk para sa Inspeksyon at Mga Rekomendasyon	Wala	30-45 Minuto	Ma. Lourdes B. Gonzales Helen A. Vasquez
2	HOA Desk	Inspeksyon, simpleng reklamo resolbahin agad Mga Rekomendasyon	Wala	1 Araw	Ma. Lourdes B. Gonzales Helen A. Vasquez
3	Opisina ng Engineering	Inspeksyon, pagkilos at Accomplishment	Wala	Isang Linggo	Ma. Lourdes B. Gonzales Helen A. Vasquez
TOTAL:			Nag-iiba		

Feedback at Reklamo

FEEDBACK AT REKLAMO MEKANISMO	
Paano magpadala ng feedback	Sa pamamagitan ng sulat Direkta sa Opisina ng Admin.
Paano pinoproseso ang feedback	Sa pamamagitan ng sulat Direkta sa Opisina ng Admin at sa Opisina ng Mayor.
Paano magsampa ng reklamo	Makipag usap sa HOA Desk Officer at sabihin ang iyong reklamo.
Paano pinoproseso ang reklamo	Simpleng reklamo ay nareresolba agad.
Impormasyon sa Pakikipag-ugnayan	Landline: loc. 1801 -8643 1111