



CITIZEN CHARTER
PASIG CITY HEALTH DEPARTMENT

**PASIG CITY DENGUE PREVENTION AND CONTROL PROGRAM
(PASIG DENGUE TASK FORCE)**

1. To conduct effective vector control interventions to reduce dengue transmission and dengue outbreak prevention.
2. To enhance quality anti-dengue services to the 30 barangays and to establish and sustain local health system that is responsive to dengue awareness, prevention and control.

Office or Division:	Pasig Dengue Task Force
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Citizens of Pasig

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	Individual
2. Email Address and Contact information of requestor	Individual

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Consolidation of weekly dengue report.	1. Receive Morbidity and Mortality data from Disease Reporting Units. 2. Consolidate data from Disease Reporting Units through encoding in PIDSR database.	N/A	5 days	Disease Surveillance Officer (DSO) Analyn Joy B. Dayag, RN

		<p>3. Field validation of reported data.</p> <p>4. Submission of weekly report to DOH-CHD.</p>			
2	Submission of Report (Data consolidation, generation and analysis of monthly report.)	<p>1. Analysis of consolidated data.</p> <p>2. Creation of graphs for statistical presentation of data.</p> <p>3. Statistical analysis of data.</p> <p>4. Crafting of dengue report.</p>	N/A	1 day	<p>Stuart G. Santos, MD</p> <p>Maritess M. Chua, MD</p> <p>Analyn Joy B. Dayag, RN</p>
3	Processing of request for environmental control.	<p>1. Verification of submitted request from Ugnayan, Command Center and community.</p> <p>2. Relaying of pertinent information to Dengue Task Force for environmental control.</p> <p>3. Conduct of environmental control (Space Spraying and Larvicidal application).</p>	N/A	<p>1 day</p> <p>3 hours</p>	<p>Jann Rafael P. Sanchez</p> <p>Dengue Task Force</p>
4	Conduct of environmental control activities.	<p>1. Identification of dengue clusters and hotspots area.</p> <p>2. Coordination and instruction to Dengue Task Force for environmental control.</p> <p>3. Coordination with Barangay Officials and</p>	N/A	5 hours	<p>Stuart G. Santos, MD</p> <p>Maritess M. Chua, MD</p> <p>Analyn Joy B. Dayag, RN</p> <p>Jann Rafael P. Sanchez</p> <p>Dengue Task Force</p> <p>Pasig Health Aide</p>

		<p>Health Center personnel for active case finding.</p> <p>4. Implementation of Environmental Control activities (Surveillance of Vector Habitat, Ovi-Larvae trapping, Larvicidal Application and Space Spraying)</p>			
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Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>Forward feedback on pasigcitydenguetaaskforce@gmail.com or message us on our official facebook page account for any concern and inquiries.</p> <p>Contact info: (02) 8643-1111 or https://www.facebook.com/DengueTaskForce2018 pasigcitydenguetaaskforce@gmail.com</p>
How feedback is processed	<p>The Unit Chief compiles and records all feedback submitted every week. The concerned personnel are required to answer within three (3) days of the receipt of the feedback.</p> <p>For inquiries and follow-up, the client may call : (02) 8643-1111 or message us on https://www.facebook.com/DengueTaskForce2018 pasigcitydenguetaaskforce@gmail.com</p>
How to file a complaint	<p>Accomplish client complaint form and send to pasigcitydenguetaaskforce@gmail.com or by making a phone call.</p> <p>Please do not forget to include the following information:</p> <ol style="list-style-type: none"> a. Name of person being complained b. Incident c. Name of the complainant, contact number and date of complaint <p>For inquiries and follow-up, client may call (02) 8643-1111</p>
How complaints are processed	<p>The Unit Chief evaluates the complaints submitted on email address on a daily basis and evaluates each complaint.</p> <p>The Unit Chief will start the investigation and will create a report after the investigation and shall submit it to the City Health Department Officer.</p> <p>The Unit Chief will give feedback to the client.</p> <p>For inquiries and follow-up, client may call (02) 8643-1111</p>
Contact Information	<p>For inquiries and follow-up, the client may call : (02) 8643-1111 or message us on https://www.facebook.com/DengueTaskForce2018 pasigcitydenguetaaskforce@gmail.com</p>