



## 12. Request for the Repair and Maintenance of Roads/Bridges, Drainages, Flood Control, Streetlights, and Ancillary Structures

Request for repair and maintenance of roads, bridges, drainage, streetlights, and other government facilities and materials in support of city activities.

<b>Office or Division:</b>	City Engineers Office – Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G, G2C			
<b>Who may avail:</b>	26 Barangays, Public Sector, Requesting Individuals, Letter or call logged with specified location of the subject repair			
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
1. Call/ Letter (request/ complaint)		1. Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call/ Submit request letter	1.1. Request/complaint through letter/ walk-in/ call/ text/ messenger or GC	None	15 mins	Receiving Clerk- Admin Division, City Engineer's Office, CEO Compound, Bula, GSC
	1.2. Receipt of request/ complaint through letter/ walk-in/ call/ text/ messenger or GC	None	15 mins	Asst. Dept. Head's Secretary, City Engineer's Office, CEO Compound, Bula, GSC
	1.3. Evaluation of the Request/ Complaint	None	1 hour	Asst. Dept. Head, City Engineer's Office, CEO Compound, Bula, GSC
	1.4. Site Inspection	None	4 hours	Asst. Dept. Head's Secretary, City Engineer's Office, CEO Compound, Bula, GSC
	1.5. Assignment of Equipment and Personnel	None	15 mins	Division Secretary, Maintenance Division, City Engineer's Office, CEO Compound, Bula, GSC
	1.6. Repair and Maintenance Works	None	1 day	Division Chief, Maintenance Division, City Engineer's Office, CEO Compound, Bula, GSC

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.7. Repair and Maintenance Monitoring and Feedback	None	4 hours	Construction General Foreman/ Construction Maintenance Foreman/ Electrical Foreman/ Foreman, Maintenance Division, City Engineer's Office, CEO Compound, Bula, GSC
2. Receive result of the request	1.8. Log and call/ release letter response	None	4 hours	Administrative Aide VI, Maintenance Division, City Engineer's Office, CEO Compound, Bula, GSC
	<b>TOTAL</b>	<b>None</b>	<b>2 Days, 5 Hours, 45 mins</b>	
<b>END OF TRANSACTION</b>				