

2. Conduct of On-site Investigation/Inspection of Community and Stakeholder Complaints

The Air and Wastewater Management Division of City Environment and Natural Resources Office facilitates and conduct on-site inspection to complaints raised by the constituents of the city.

Office or Division:	Air and Wastewater Management Division			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	All constituents and Business Permittees of General Santos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Complaint/ fill-up transaction form		1. Concern constituents		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of complaint/ duly fillup transaction form	1. Check and receive complaint letter/ fill- up transaction form and give instruction to complainant.	NONE	10 minutes	Administrative Aide V/ Public Information Desk In-charge
	2. Endorse Routing Slip to Department Head/Assistant Department Head including the document containing the details of the complaint	NONE	5 minutes	Administrative Aide V/ Public Information Desk In-charge
	DH to approve for accommodation of complaint and endorse to concerned unit.	NONE	10 minutes	Department Head
	7. PACD Officer to forward the routing slip with instruction from DH/ADH to the concerned unit.	NONE	10 minutes	Administrative Aide V/ Public Services Officer III
	5. Concerned unit to coordinate with the complainant for the schedule of On-site Inspection.	NONE	10 minutes	Public Services Inspector I/ Laborer II/ Administrative Aide V
6. Attend to findings of inspection	6. Inform Complainant regarding the status of inspection and further action to be taken.	NONE	30 minutes	Public Services Inspection I/Laborer II/ Administrative Aide V
	TOTAL	NONE	1 hour and 15 minutes	
END OF TRANSACTION				