



CITIZEN'S CHARTER

Special Economic Zone External Services

1. Urgent Repair – Warehouse Maintenance

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The General Services – (SEZ) Special Economic Zone caters to all the concerns and assistance, attending to their request and giving our locator satisfaction to continue a good business transaction with them.

Office/Division: General Services – SEZ

Classification: Complex

Type of Transaction: G2B - Government to Business Entity

Who may avail: Companies/Client Locators

1.Urgent Repair – Warehouse Maintenance

Checklist Requirements

Letter Request

Where to Secure

Ecozone Locator

1.Urgent Repair – Warehouse Maintenance

<i>CLIENT STEPS</i>	<i>AGENCY ACTION</i>	<i>FEES TO BE PAID</i>	<i>PROCESSING TIME</i>	<i>PERSON RESPONSIBLE</i>
1. Received letter request from the locators for their concerns and needed assistance related to maintenance	Respond by answering their letters to attend to their concern.	None	5 Minutes	Head, General Services/Administrative Clerk of General Services - SEZ
2. Will check and evaluate the letter for approval/ disapproval	Send personnel to check the extent of damage and assess the work to be done. Upon assessment, preparation of Materials	None	10 Minutes	Head, General Services/Maintenance Personnel
3. Get the list of Materials needed	Forward request materials needed for the repair to the Property & Supplies office Withdraw materials that are available.	None	30 Minutes	SEZ Maintenance/ Workers concerned
	If materials are not available they will be subject to a Procurement Request.	None	5 days	Property & Supplies Personnel
4. Get feedback to start the Work/Maintenance	Actual work to attend and inform them once it is done.	None	4 Hours	Building Maintenance, Roof Maintenance, Electrical, and Plumbing Work of Special Economic Zone

TOTAL

None

5 days, 4 hours and 45 minutes