



CITIZEN'S CHARTER

Special Economic Zone External Services

2.Regular 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 locators 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

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Checklist Requirements

Letter Request

Where to Secure

Ecozone Locator

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter, or mail for their concern and need assistance with maintenance	Respond to their Letters/Email. 1 day allot to respond and for review.	None	1 Day	Head, General Services/Administrative Clerk of General Services - SEZ
2. Check and evaluate the letter for approval/disapproval	Send Personnel to check the extent of work to be done	None	10 Minutes	SEZ Maintenance/Workers Concerned
	Upon assessment, work starts within 5 working days to ensure its completion	None	5 Days	
3. Get the list of Materials needed	Forward request materials needed for the repair to the Property & Supplies office	None	10 Minutes	SEZ Maintenance/Workers Concerned
	Withdraw available materials		15 Minutes	
	In case materials are unavailable, they will be subject to a Procurement Request	None	10 Days	Property & Supplies Personnel
4. Get feedback/go signal to start the Work/ Maintenance	Actual Work to begin and inform the requesting party upon completion	None	4 Hours	Building Maintenance, Roof Maintenance, Electrical, and Plumbing Work of Special Economic Zone

TOTAL

None

16 days, 4 hours, and 35 minutes