

NEW INSTALLATION

New streetlights are to be installed in the requested area to increase the illumination in the city in order to augment safety and security of the community. Prior to the installation, an inspection will be conducted first to determine whether installation is feasible or not.

Office or Division:	CITY ADMINISTRATOR'S OFFICE – TASKFORCE STREETLIGHTING			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	<ul style="list-style-type: none"> • Quezon City Government Offices/Departments • Elected Officials • Homeowners Association • QC Constituents 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Request letter from requesting parties • Complaints 		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter	1.1. Receives letter request	None	5 mins.	Task Force Streetlighting Staff
	1.2. Forwards to Dept. Head for approval of route assignment	None	1 day	Task Force Chairman / Task Force Office-In-Charge/Action Officer
	1.3. For inspection if feasible or not If feasible: Prioritization & finalization of layout plan for approval <i>(Depends on number of incoming request letters)</i> If not feasible: Requesting party will be notified that the installation is not feasible due to a certain reason through formal letter	None	2 days	Task Force Streetlighting Inspector
2. Receives notification of request approval	2.1. Streetlight installation (Civil, Electrical works) <i>(Depends on number of incoming request letters)</i> a.) Tap to existing b.) New Application meter <i>(excluding the approval of CA & processing of MERALCO meter application)</i>	None	7 days	Task Force Streetlighting Civil and Electrical Crew

	TOTAL	None	10 days & 5 minutes (excluding the approval of CA & processing of MERALCO meter application)	
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REPAIRS AND MAINTENANCE OF EXISTING STREETLIGHTS

Existing streetlights are being maintained by the City in order to maintain illumination in the area. The act of repairing/ replacing streetlight components is being done when it is non-operational or of being a threat to safety of lives and properties.

Office or Division:	CITY ADMINISTRATOR'S OFFICE – TASKFORCE STREETLIGHTING			
Classification:	Complex / Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	<ul style="list-style-type: none"> • Quezon City Government Offices/Departments • Elected Officials • Homeowners Association • QC Constituents 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Request letter from requesting parties • Walk-in request/ phone calls • Complaints 		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request	1.1. Receives letter request	None	5 mins	Task Force Streetlighting Staff
	1.2. Receives phone call request / walk-in	None	5 mins	Task Force Streetlighting Staff
	1.3. Forwards to Dept. Head for approval of route assignment	None	1 day	Task Force Office-In-Charge/Action Officer or Assistant Action Officer
	1.4. For schedule of site inspection / repair Database input of inspection result (MERALCO & City maintained streetlights) Note: In case of MERALCO post, the requesting	None	1 day	Task Force Streetlighting Inspector

	party will be notified that the repair cannot be made due to ownership issues, the matter shall be forwarded to the right department/office/ agency			
2. Receives notification of request approval	2.1. Repair of non-operational streetlights & always on / damaged post replacement	None	7 days	Task Force Streetlighting Civil and Electrical Crew
	TOTAL	None	9 days & 10 minutes	