



10. Provision of Other Support Services

Assistance is provided to different city departments/offices, government agencies, barangays and homeowners in other tasks and activities like tree trimming; installation of tarpaulins, lanterns and Christmas decorations; CCTV rectification; dangling wires operation; debris removal and emergency rescue during typhoons or other calamities.

OFFICE OR DIVISION:	Task Force Streetlighting			
CLASSIFICATION:	Simple / Complex			
TYPE OF TRANSACTION:	G2C – Government to Citizen G2G – Government to Government			
WHO MAY AVAIL:	Quezon City Government Offices/Departments Government Agencies Barangays 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 			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>TREE TRIMMING</u> 1) Letter Request or Phone Call	1) Receive letters and/or phone calls 2) Evaluate request and prepare schedule of trimming 3) Issue Job Order 4) Approve Job Order 5) Notify and coordinate with requesting party on schedule	None	5 minutes 1 day 15 minutes 15 minutes 1 day * ----- 2 days 35 minutes * depends on the scheduled number per day	Assigned Staff Assigned Officer Assigned Officer Action Officer Team Leader with Electrical crew
<u>PROVIDE ASSISTANCE FOR TARPAULINS/ LANTERNS/ DECORS/ CCTV</u>				



1) Letter request with details of installation and complete materials	1) Receive letter request 2) Prepare schedule based on given time frame 3) Issue Job Order 4) Approve Job Order 5) Coordinate with requesting party on schedule	None	5 minutes 30 minutes 15 minutes 15 minutes 15 minutes ----- 1 hour 20 minutes	Assigned Staff Assigned Officer Assigned Officer Action Officer Team Leader with Civil and/or Electrical crew
<u>PROVIDE ASISTANCE FOR DANGLING WIRES OPERATION</u> 1) Phone call (request for boom truck, driver and operator only)	1) Receive phone call 2) Prepare schedule 3) Issue Job Order 4) Approve Job Order 5) Coordinate with requesting party	None	5 minutes 30 minutes 15 minutes 15 minutes 15 minutes ----- 1 hour 20 minutes	Assigned Staff Assigned Staff Assigned Officer Action Officer Team Leader with driver and operator
<u>EMERGENCY RESCUE</u> 1) Phone calls from QC122 or QCDDRRMO	1) Receive phone call 2) Issue Job order for immediate response 3) Approve Job Order 4) Coordinate with Rescue Team	None	5 minutes 15 minutes 15 minutes 15 minutes ----- 50 minutes	Assigned Staff Assigned Officer Action Officer Immediate Supervisor, Team Leader and Electrical crew