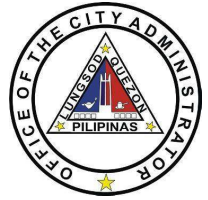


7. Provision of Other Support Services

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:	Office of the City Administrator - Task Force Street lighting					
Classification:	Highly Technical					
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			
1. Request letter from requesting parties			Client			
2. Walk-in request/ phone calls						
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
TREE TRIMMING						
1. Letter Request or Phone Call	1.1 Receive letters and/or phone calls, records the same, and forward to Action Officer	None	5 Min.	<i>Assigned Staff</i>		
	1.2. Request review, evaluation, and personnel assignment		1 Day	<i>Assigned Officer</i>		
	1.3. Personnel Assignment		5 Min	<i>OIC for Operations</i>		
	1.4. Evaluate request and prepare schedule of trimming		1 Day	<i>Action Officer</i>		
	1.5. Accomplish Job Order		5 Min.	<i>Assigned Officer OIC for Operations</i>		
	1.6 Approve Job Order		5 Min.			
	1.7 Notify and coordinate with requesting party on schedule		15 Min			
	TOTAL:		None	2 Days and 35 Min.		
			1.8 Tree Trimming Implementation		Depends on the number and size of trees to be trimmed	<i>Team Leader with Electrical Crew</i>
PROVIDE ASSISTANCE FOR TARPULINS/ LANTERNS/ DECORS/ CCTV						
1. Letter	1.1 Receive letter request.	None	5 Min	<i>Assigned Staff</i>		



request with details of installation and complete materials	Records the same, and forwards to Action Officer			
	1.2. Request review evaluation, and personnel assignment		1 Day	Action Officer
	1.3. Personnel assignment		5 Min.	OIC for Operations Assigned Officer
	1.4 Coordinate to requesting party and prepare schedule based on given time frame		30 Min.	Action Officer
	1.5. Accomplish Job Order		5 Min.	Assigned Officer
	1.6 Approve Job Order		5 Min.	OIC for Operations
	TOTAL:	None	1 Day and 45 Min.	
	1.7 Installation of tarpaulins/banners		Depends on the number of tarpaulins to be installed and the distances in between locations	Team Leader with Civil and/or Electrical crew
EMERGENCY RESPONSE				
1. Phone call (request for boom truck, driver and operator only)	1.1 Receive phone call and gather data	None	15 Min.	Assigned Officer
	1.2. Organize emergency response team		30 Min.	
	TOTAL:	None	45 Min.	
	1.3. Emergency response activity		Depends on the nature of work and the distance of the location	Team Leader and Electrical Crew
PROVIDE ASSISTANCE TO BARANGAY, NATIONAL, OR LOCAL GOVERNMENT OFFICES				
1. Letter Request	1.1 Receive letter request, records the same, and forwards to Action Officer	None	5 Min.	Assigned Staff
	1.2 Request review, evaluation, and personnel assignment		1 Day	Assigned Officer
	1.3 Personnel assignment		5 Min.	OIC for Operations Assigned Officer
	1.4 Coordinate request and prepare schedule		1 Day	Assigned Officer
	1.5 Accomplish Job Order		5 Min.	Assigned Officer
	1.6 Approve Job Order		5 Min.	OIC for Operations



	TOTAL:	None	2 Days and 20 Min.	
	1.7 Assist other offices (Barangay, National, or Local Offices)		Depends on the nature or work	<i>Team Leader with Civil and/or Electrical crew</i>