

17. INSPECTION OF SANITATION-RELATED COMPLAINTS

The San Juan City Health Office receives complaints regarding sanitation problems (for residence and business establishment) and conducts immediate investigation.

Office or Division:	City Health Department			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official written complaint against the involved party/ business establishment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
-Submit complaint letter	-Receive and Evaluation of complaint	None	5 mins	RSI
-Discuss the content of the letter personally	-Interview complainant	None	15 mins	RSI
	-Discuss ocular investigation schedule	None	10 mins	RSI
Guide Inspectors to the complaint site	Field Ocular Investigation	None	1 day	RSI
-complainant to meet with investigator & complainant	-Meeting with involved parties for Amicable Settlement	None	1 hour	CHO/ RSI
	-Explain to involved parties the content of the Sanitary Order and if needed for Follow-up Investigation	None	15 mins	RSI
-Complainant to received Sanitary Order	-Issuance of Sanitary Order (if applicable)	None	5 mins	RSI
	Follow-up Investigation (if further investigation is needed)	None	To be Scheduled	RSI

	Advise involved parties if situation will lead to referral from CHO to LCE/ Legal Officer (if applicable)	None	15 min	CHO
End of Transaction				