



## Conveying Complaints via eMail

### ABOUT THE SERVICE

Individuals may convey their complaints, feedbacks, requests for services on all aspects of city government operations e-mail. Improving access to the city government by individuals through various information and communications technology (ICT) tools is part of the i-Governance's objective to continually engage Nagueños in governance mechanisms so that the city government can enhance operations and improve service delivery.

The City Mayor and the i-Governance Program Office tracks and monitors complaints sent through text or e-mail.

<b>Department / Office:</b>		<b>i-GOVERNANCE OFFICE</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail</b>		Any citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>e-mail</li> </ul>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b>Complaints/ Suggestions sent through e-mail:</b></p> <p>1. Send Complain / Suggestion</p> <p>Send an e-mail to the office concerned (Please refer to the City Government directory for a list of e-mail addresses).</p> <p>Furnish the City Mayor (<a href="mailto:mayor@naga.gov.ph">mayor@naga.gov.ph</a>) and the i-Governance Project Office (<a href="mailto:igov@naga.gov.ph">igov@naga.gov.ph</a>) a copy of your e-mail.</p> <p>This is for monitoring purposes.</p>			<p>Reply made within 24 hours from receipt of e-mail</p>	
	<p>2. Action on Complaint / Suggestion</p> <p>The City Mayor, city government offices and the i-Governance Project Office check their e-mails at least once a day.</p>		<p>Reply made in 24 hours from receipt of e-mail</p>	<p>NELSON S. LEGACION City Mayor</p> <p>CITY GOVERNMENT OFFICE CONCERNED</p>



	The City Mayor calls the attention of the office concerned; and coordinates efforts to address the complaint / suggestion.			HUBERTO I. URSUA CGHD I i-Governance Program Director
<b>TOTAL</b>			2 days	

**i-GOVERNANCE OFFICE**

2/F R.S. Roco Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Huberto I. Ursua, City Government Department Head I / Program Director

Tel No. (054) 205-2980 loc 3100

E-mail: [igov@naga.gov.ph](mailto:igov@naga.gov.ph)