



Republic of the Philippines
Quezon City

CLIMATE CHANGE AND ENVIRONMENTAL SUSTAINABILITY DEPARTMENT (CCESD)

GENERAL INQUIRIES, REQUESTS FOR ORIENTATIONS, PARTNERSHIPS AND OTHER COMMUNICATIONS

Office or Division:	CLIMATE CHANGE AND ENVIRONMENTAL SUSTAINABILITY DEPARTMENT
Classification:	Complex
Type of Transaction:	G2C, G2G
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

For Physical receiving of Letter Request, Communications:
2 copies - 1 for client, 1 for CCESD

Letters and Communications to be provided by the requesting party

For emails, please send to:
climatechange@quezoncity.gov.ph

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Physical receiving at the Office: 1. File request at the Receiving Desk of the Department	1. Receiving Clerk to stamp receive the document and give feedback as to when they can follow-up	None	1 minute	Receiving Clerk
	2. Receiving Clerk to route the document to the Office of the Head for instructions		2 minutes	Receiving Clerk
	3. Office of the Head to give instructions to the concerned Division/Section		1 day	Department Head/ Assistant Department Head
	4. Division/Section to coordinate with the requesting party		2 to 3 days	Division/Section Chief
	TOTAL		3 to 4 days	
For requests/communications sent through email: 1. Client will send letter or communication through email	1. Office of the Head will acknowledge receipt of email and provide feedback as to whom the task has been assigned to	None	1 day	Receiving Clerk
	2. For urgent concerns, Receiving Clerk will print and route the document for instructions by the Office of the Head For all other communications, Office of the Head will give instructions to the concerned Division/Section via email		1 to 2 days	Receiving Clerk or Department Head/ Assistant Department Head
	3. Division/Section to coordinate with requesting party		2 to 3 days	Division/Section Chief
	TOTAL		4 to 5 days for urgent documents 5 to 6 days for all other communications	

For simple transactions - not more than 3 days
For complex transactions - not more than 7 days
For highly technical - not more than 20 days

TYPES OF TRANSACTIONS

SIMPLE	All transactions that are not classified as complex and highly technical
COMPLEX TRANSACTIONS	Evaluation of proposal, comments on proposed bills, ordinances/resolutions, drafting of PPAs, Technical data and information and other similar documents
HIGHLY TECHNICAL	Formulation of Plans, Conduct of Feasibility Studies and other similar undertakings

ADDRESS:

6th Floor Civic Center D (BRO Bldg.),
Quezon City Hall Compound,
Quezon City

TEL. NO.:

8988-4242 local
8348 to 49, 8359 to 60

E-MAIL:

ClimateChange@quezoncity.gov.ph

CCESD