

1. GENERAL INQUIRIES, REQUESTS FOR MEETINGS AND ORIENTATIONS AND OTHER COMMUNICATIONS

Office or Division:	ENVIRONMENTAL PROTECTION AND WASTE MANAGEMENT DEPARTMENT – CLIMATE CHANGE TEAM			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Physical receiving of Letter of Request, Communications: 2 copies, 1 for client, 1 for Department		Letters and Communications to be provided by the requesting party		
For emails, please send to: epwmd@quezoncity.gov.ph				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For physical receiving at the Office: 1. Client must Log in at the receiving area for contact details and will be checked for temperature. 2. File requests at the Receiving Desk of the Department	1. Safety and Health Officer will check the temperature and take contact details of the client	None	2 minutes	Safety and Health Officer
	2. Receive the Document of the client and stamp receive the document and give feedback as to when they can follow-up		1 minute	Receiving Clerk
	3. Receiving Clerk to route document to the Office of the Head for instructions		2 minutes	Receiving Clerk
	4. Office of the Head to give instructions to the concerned Division/Section		10 minutes	Department Head/ Assistant Department Head
	5. Division/Section to coordinate with requesting party		1 day	Division/Section Chief

For requests/communications sent thru email: 1. Client will send letter/communication thru email	1. Office of the Head will acknowledge email upon receipt and will give feedback as to when they can follow up		2 minutes	Receiving Clerk of the Office of the Head
	2. Receiving Clerk to route document to the Office of the Head for instructions		2 minutes	Receiving Clerk of the Office of the Head
	3. Office of the Head to give instructions to the concerned Division/Section		10 minutes	Department Head/ Assistant Department Head
	4. Division/Section to coordinate with requesting party		1 day	Division/Section Chief
TOTAL			*1 day and 15 minutes	

*For simple transactions.

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 proposals, 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