

1. Waste Management Operations

The Task Force on Solid Waste Management (TFSWM) provides sanitation services for the entire city including regular waste management operations at identified sources such as but not limited to, households, thoroughfares, and institutions.

Office or Division:	Task Force on Solid Waste Management (TFSWM)			
Classification:	Simple			
Type of Transaction:	G2C - Government to citizen G2G - Government to government G2B – Government to business			
Who may avail:	Residents, identified institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None required		None required		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Follow the waste collection schedule	Deployment of waste collection vehicles	none	<ul style="list-style-type: none"> Monday & Friday (Biodegradable), Wednesday (Non-Biodegradable) Tuesday & Saturday (Biodegradable) & Thursday (Non-biodegradable) 	Chief, Waste Management Operations Division
	TOTAL	None	As mentioned above	

2. Request for Disaster-Relief and Clean-up Operations

The Task Force on Solid Waste Management (TFSWM) provides the deployment of support vehicles for waste collection or transportation in response to any crisis or requirement of the city government and other requesting organizations/agencies. The service provides the collection and disposal of disaster-relief operations such as but not limited to, debris from fire incidents, emergency/crisis-response, demolition/clearing activities and typhoons, and bulky waste as may be determined by TFSWM;

Office or Division:	Task Force on Solid Waste Management (TFSWM)			
Classification:	Simple			
Type of Transaction:	G2C - Government to citizen G2G - Government to government G2B – Government to business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter for Collection and/or Transportation Vehicles		Personal letter		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of request letter with complete information to TFSolidWaste@quezoncity.gov.ph	1.Acknowledgement receipt of request letter	None	Within 1 day	Chief, Public Affairs and Special Concerns Division
	2.Coordination with the requesting individual/s to verify the request	None	within 1-3 business days	Chief, Waste Management Operations Division
	3.Deployment of collection and/or transportation vehicles	none	Within 1 day	Chief, Waste Management Operations Division
	TOTAL	None	As mentioned above	

3. Processing and Issuance of Environmental Clearance

Environmental Clearance is issued by the Quezon City Government thru the Task Force on Solid Waste Management (TFSWM) to establishments that are compliant with the QC Environment Code and other national government sanitation and environmental standards. An Environmental Clearance is valid one (1) year from the date of its issuance and must be renewed annually.

Office or Division:	Task Force on Solid Waste Management (TFSWM)			
Classification:	Complex			
Type of Transaction:	G2B – Government to business			
Who may avail:	All business establishments in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Initial Requirements: <ol style="list-style-type: none"> Unified Business Permit Application Form Barangay Clearance Supporting Documents: (If Applicable) <ol style="list-style-type: none"> Environmental Compliance Certificate (ECC) Certificate of Non-Coverage (CNC) Permit to Operate Emission Source Installation (PO-ESI) LLDA Clearance Discharge Permit Other Local Permits 		Initial Requirements: <ol style="list-style-type: none"> Business Permit and Licensing Department (BPLD) thru BOSS Respective barangays Supporting Documents: (If Applicable) <ol style="list-style-type: none"> 1-3: Department of Environment and Natural Resources (DENR) 4-5: Laguna Lake Development Authority (LLDA) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROC ESSIN G TIME	PERSON RESPONSIBLE
1. Client must access online application for new business through the QCG Business-One-Stop-Service (BOSS) website/account 2. Client shall email a scanned copy of	1. BPLD shall forward the client's application thru TFSWM official e-mail address: (TFSolidWaste@quezoncity.gov.ph) for initial evaluation. 2. TFSWM will acknowledge	None	Within 1 day	Chief, Public Affairs and Special Concerns Division

documentary requirements for Environmental Clearance (EC) to TFSolidWaste@quezoncity.gov.ph with subject "ENVIRONMENTAL CLEARANCE APPLICATION"	receipt of client's online application of EC and provide a list of documentary requirements and courier options			
3.Client shall receive the results of the evaluation of their application via email	3.TFSWM will evaluate and assess the submitted documents including possible fees. Upon satisfactory completion of requirements, the TFSWM will issue results of evaluation and send the online Order of Payment.	None	within 1-3 business days	Chief, Permits and Compliance Division (E-response Team and Permits and Evaluation Section)
4.Client must settle payment at any branch of Landbank of the Philippines (LBP) or through online banking. A scanned copy of the Official Receipt must be forwarded to the same email for payment verification	4.Once scanned copy of receipt is received through email, TFSWM will verify payment and notify the client of delivery schedule	(1) Inspection Fee: <ul style="list-style-type: none"> • All big-scale Manufacturing Industries – P1,800.00 • Funeral Parlor with crematorium/embalming services and other similar activities – P1,500.00 • Sewage/ Hazardous waste collector/transporter and treater – P1,500.00 • Fuel Depot and Fuel Storage Facilities – P1,000.00 • Sanitary waste landfills & Toxic waste Treatment Disposal Sites – P1,000.00 • Hotels/Motels/Apartelles/ Inns – P1,000.00 • Welding Shops/Auto 	n/a	Chief, Permits and Compliance Division (E-response Team and Permits and Evaluation Section)

		<p>Repair and Painting Shops/Printing Shops/Machine Shops – P1,000.00</p> <ul style="list-style-type: none"> • Furniture Shops/Refrigerator Repair Shops – P1,000.00 • Garbage Contractors/Garbage Truck Terminals/Transfer Stations – P800.00 • Private Hospitals and Laboratories P800.00 • Shopping Centers/Malls/Markets/Talipapa – P800.00 • Housing Dev. Projects(Residential Subd., Parks, Memorial Parks)/ Condominiums – P800.00 • High-Rise Buildings – P800.00 • Private Schools – P800.00 • Fast food Chains/Restaurants – P800.00 • Amusement/Recreational Places, SportsCenters,KTV,Vide oke,Golf Courses and similar establishments – P600.00 • Small Scale Manufacturing Industry – P500.00 • Transport Terminals/Garage/Trucking Services – P500.00 • Filling Stations and LPG Filling Stations – P500.00 • Substations/Cell Sites – P500.00 • Foundry Shops/Molding or Heating process/Melting of Metals – P500.00 		
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		<ul style="list-style-type: none"> • Animal Farms/Piggery exceeding 25 heads – P500.00 • Carwash/Laundry Services/Funeral Parlors – P500.00 • Junkshops – P500.00 • LPG Retailers (10 tanks and above) – P300.00 • Medical Clinics/ with Lying-in Clinics – P300.00 • Other activities, projects as maybe determined by the DEPARTMENT, has been the subject of complaints/inspection – P300.00 <p>(2) EPO FEE – P300.00 (applicable to all applicants) (3) Courier Delivery Fee Note: Failure to renew such clearance within the prescribed period shall pay a fine of P5,000.00 and P5,000.00 for every succeeding year of non-renewal.</p>		
5. Hard Copy of the EC shall be delivered to the client	5.TFSWM will release the approved Environmental Clearance through the client's preferred courier.	Included in Order of Payment	Within 3-5 business days	Chief, Permits and Compliance Division (E-response Team and Permits and Evaluation Section)
6.Client's establishment shall be subject to onsite inspection for further validation	6.TFSWM will conduct onsite inspection to verify client's compliance. Environmental Clearance may be revoked upon further validation.	None	n/a	Chief, Permits and Compliance Division (Compliance and Enforcement Section)
	TOTAL	As mentioned above	As mentioned above	



4. Payment of Environmental Violation Receipt (EVR) and Ordinance Violation Receipt (OVR)

EVR and OVR that were issued by the Task Force on Solid Waste Management (TFSWM) and any other authorized personnel must be processed by the violator and pay the corresponding penalties based on City Ordinance SP 2350 S-2014

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Classification:	Simple			
Type of Transaction:	G2C - Government to citizen G2B – Government to business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Scanned/E-copy of the EVR/OVR		Task Force on Solid Waste Management (TFSWM)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client shall email a scanned copy of EVR/OVR to TFSWM official e-mail address: (TFSolidWaste@quezoncity.gov.ph)	1.TFSWM will acknowledge receipt of client's email and instruct client to stand by for Order of Payment	n/a	Within 1 day	Chief, Permits and Compliance Division (Compliance and Enforcement Section)
2.Client must settle the online Order of Payment at any branch of Landbank of the Philippines (LBP) or through online banking.	2.TFSWM will issue online Order of Payment. Once payment has been verified, TFSWM will send an email	QC Environment Code (City Ordinance No. SP-2350, S-2014) Chapter IV. Solid Waste Management (1) Dirty Premises 1 st Offense – 1,000.00 2 nd Offense – 3,000.00 3 rd Offense – 5,000.00	n/a	Chief, Permits and Compliance Division (Compliance and Enforcement Section)

<p>Client must email payment receipt to the same email and wait for email verification from TFSWM</p>	<p>verification to the client</p>	<p>(2.1) Non-segregation of waste at source (2.2) No Separate Garbage Bins (2.3) No Proper Garbage Storage (2.4) No Proper marking on Bins/Storage Area (2.5) Setting out garbage not in front of premises (2.5) Collection of recyclables (contractors) (2.6) Collection of PCM (contractors) (2.7) Hiring illegitimate haulers (2.8) Setting out unsegregated waste (2.9) Setting out during non-collection (2.10) Waste not properly packed & tied (2.11) Unauthorized collection</p> <p style="padding-left: 40px;">1st Offense – 1,000.00 2nd Offense – 3,000.00 3rd Offense – 5,000.00 + non-collection of Garbage</p> <p>(3) Unauthorized collection (3.1) Scavenging 1st Offense – 1,000.00 or 1 day CS 2nd Offense – 3,000.00 or 3 days CS 3rd Offense – 5,000.00 or 5 days CS</p> <p>(4) Unsegregated bulky waste (4.1) Improper tree cuttings/Unpacked yard waste (4.2) Improper disposal of construction debris (4.3) Unsegregated HHW (4.4) Collection of THW (contractor) (4.5) Hiring unauthorized waste treaters (4.6) Unsegregated Electronic Waste (4.7) Collection of Electronic</p>		
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		<p>Waste (contractor)</p> <p>1st Offense – 1,000.00 2nd Offense – 3,000.00 3rd Offense – 5,000.00</p> <p>(5) Unregistered collection equipment (5.1) No proper markings (5.2) Not in good running condition –No tools/spare tires –Hanging sacks (5.3) Dirty truck (5.4) Improperly cover truck –Spillage of garbage –Foul odor on truck (5.5) No functional device (5.6) No cleaning/clearing tools (5.7) Smoke Belching GT (5.8) Unauthorized garbage collector (5.9) Unsanitary GT (5.10) No proper uniform/ID (5.11) Pamumulasi/ sorting (5.12) Causing damage to Garbage Container (5.13) Reckless driving –Under influence of alcohol/drugs (5.14) Solicitation</p> <p>1st Offense – 1,000.00 or 1 day CS + 1 day seminar 2nd Offense – 3,000.00 or 1 week CS + 1 day seminar 3rd Offense – a. 5,000.00 and/or 1 month imprisonment b. Revocation of BP c. Disqualification</p> <p>1st Offense – 1,000.00 or 1 day CS + 1 day seminar 2nd Offense – 3,000.00 or 1 week CS + 1 day seminar 3rd Offense – a. 5,000.00 and/or 1 month imprisonment b. Revocation of BP</p>		
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c. Disqualification

(6) No garbage receptacles on PUV

(6.1) No proper Label on receptacles

1st Offense – 500.00

2nd Offense – 1,000.00

3rd Offense – 2,000.00

(7) Littering

1st Offense – 500.00 or 1 day CS

2nd Offense – 1,000.00/3 days CS

3rd Offense– 2,000.00/5 days CS

(8) Illegal Dumping

(8.1) Illegal storing of garbage

(8.2) Illegal Dumpsite

VOLUME	1 ST OFF.	2 ND OF F.	3 RD OFF.
<1 CU.M	2,000.00	4,000.00	5,000.00
<1 CU.M />	5,000.00	5,000 + NOT LESS THAN 6 MOS IMPRI.	5,000+ NOT MORE THAN 1 YR. IMPRI.
>4-8 CU.M	5,000.00	5,000 + NOT LESS THAN 1 MOS IMPRI.	5,000+ NOT LESS THAN 6 MOS IMPRI.
8 CU.M	5,000.00	5,000 + NOT	5,000+ NOT MORE

		M />		LESS THAN 1 THAN YR. 6 MOS IMPRI		
<p>(9) Open Burning 1st Offense– 500.00/1 day CS 2nd Offense– 1,000.00/3 days CS 3rd Offense – 2,000.00 or 5 days CS</p> <p>(10) Urinating (10.1) Spitting/ “Singa” (10.2) Defecating</p> <p>1st Offense – 500.00 or 1 day CS 2nd Offense – 1,000.00 or 3 days CS 3rd Offense – 2,000.00 or 5 days CS</p> <p>(11) No Environmental Clearance (11.2) No sufficient space (11.3) No separate sorting or storage area (11.4) No septic tank (11.5) No parking area (11.6) No proper signboard (11.7) Non display of EC (11.8) No uniform/ID of Junkshop personnel (11.9) No proper markings on collection equipment (11.10) Not color-coded collection equipment (11.11) Unsanitary/Unclean Junkshop (11.12) No Permit to Trade Recyclables (11.13) Untimely trading (trading time: 6am-6pm) (11.14) Improper dis. of post-consumer mat’l/Hiring illegitimate haulers (11.15)Using sidewalk as weighing & sorting area (11.16) Using sidewalk & roof</p>						

		<p>as storage area (11.17)Using sidewalk /roadside as parking area (11.18) Untimely trading prohibited time:6pm-6am</p> <p>1st Offense – 1,000.00 2nd Offense – 3,000.00 3rd Offense – 5,000.00 + cancellation of BP or 30-60 days imprisonment or both for 3rd & subsequent offense</p> <p>(12) Using Polyethylene materials (12.1) Transporting PE materials –Selling PE materials –In possession of PE materials</p> <p>1st Offense – NOV 2nd Offense – 3,000.00 + 3 days CS 3rd Offense – 5,000.00 + 3 days CS (FIRM) 1st Offense – NOV 2nd Offense – 3,000.00 3rd Offense – 5,000.00 + Revocation of BP</p> <p>(13) No environment friendly notice (13.1) Distribution of plastic bags below 15 microns (13.2) Not imposing Plastic Recovery System fee –No transaction receipt (13.3) Distribution of plastic carryout bags w/ handles, holes/string (13.4) Not charging P2/plastic bag –Non submission of annual audited financial Report –Non submission of Quarterly Report (13.5) Improper use of Green</p>		
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		<p>Fund (13.6) Non provision of reusable carryout bags (13.7) No green lane (13.8) No Recyclables trading activity</p> <p>1st Offense – 1,000.00 2nd Offense – 3,000.00 3rd Offense – 5,000.00 + Cancellation of BP</p> <p>(14) Using plastic bag in Gov't Institution - Using styro in Gov't Inst.</p> <p>(14.1) Vendors utilizing/offering/selling plastic bag/ styro</p> <p>(14.2) Vendor utilizing plastic bag/styro as packaging for food & drinks</p> <p>(14.3) Bringing/using plastic bags/styro by employees/ students/clients/visitors</p> <p>(14.4) Serving food & drinks on plastic bags/styro</p> <p>(CONCESSIONAIRES) 1st Offense – 500.00 2nd Offense –1,000.00 3rd Offense –2,000.00 + Cancellation of BP</p> <p>(EMPLOYEES) 1st Offense – Warning from CP 2nd Offense –Warning from EPWMD & Office Head 3rd Offense – 2,000.00 + Reprimand from EPWMD & Office head</p> <p>(VISITORS) 1st Offense – Warning from EPWMD 2nd Offense –P500.00 3rd Offense – P1,000.00</p> <p>AIR POLLUTION</p> <p>(1) Ban on Smoking in Public Places</p>		
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		<p>One Thousand Pesos (P1,000.00), or one (1) month and one (1) day to three (3) months imprisonment or both at the discretion of the court.</p> <p>(2) Violation for Standards for Stationary Sources</p> <ol style="list-style-type: none"> 1. First Offense – One thousand (P1,000) and issuance of Notice of Violation 2. Second Offense – Three thousand (P3,000) and issuance of Cease and Desist Order (CDO) for the pollution source. 3. Third Offense – Five thousand (P5,000) and recommendation for the issuance of a Closure Order to the BPLO. <p>WATER POLLUTION</p> <p>(1) Illegal discharge/ deposit of garbage, oil into drainage outlets, etc.</p> <p>(1.1) Illegal discharge, injecting, seeping of any substance into soil</p> <p>(1.2) Operating facilities that discharge or allow to seep or by gross negligence, prohibited chemicals, substances or pollutants into bodies of water</p> <p>(1.3) Illegal transport, dumping or discharge of prohibited chemicals</p> <p>(1.4) Discharging regulated water pollutants without discharge permit</p> <p>(1.5) Operating facilities that discharge regulated water pollutants without valid permits</p> <p>(1.6) Unauthorized transport or dumping of sewage sludge or solid waste</p>		
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		<p>1st Offense – P1,000.00 + issuance of NOV 2nd Offense – P3,000.00 3rd Offense – P5,000.00</p> <p>(2) No Waste Water Treatment Plant or WWTP (2.1) No Septic Tank / Sewerage Treatment Plant (2.2) No Grease Trap / Grease Interceptor (2.3) No Oil and Water Separator (2.4) No Sealed Concrete Holding Tank (2.5) No Sealed Container</p> <p>1stOffense – P1,000.00 + issuance of NOV 2nd Offense – P3,000.00 + issuance of CDO 3rd Offense – P5,000.00 + recommendation for the issuance of CO</p> <p>(3) Refusal to de-sludge (3.1) Refusal to connect its sewage</p> <p>(ESTABLISHMENTS) 1stOffense – P1,000.00 + issuance of NOV 2nd Offense – P3,000.00 + issuance of CDO 3rd Offense – P5,000.00 + recommendation for the issuance of CO</p> <p>(RESIDENCES) P1,000.00 for every count of violation</p> <p>(3) Dumping/Discharging of sludge and septage (3.1) Desludging and transporting septage w/o permit (3.2) Hiring illegal desludger</p> <p>(PERSON/ESTABLISHMENTS) P5,000.00 + 3-6 months imprisonment + confiscation of equipment/paraphernalia used</p>		
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		<p>NUISANCE</p> <p>(1) Excessive noise</p> <p>(1.1) Foul odor from motor vehicle</p> <p>(1.2) Foul odor from residence or business</p> <p>(1.3) Obstruction</p> <p>(1.4) Illegal dumpsite</p> <p>(1.5) Illegal pens or cages</p> <p>(1.6) Disturbance of peace caused by pets/livestock</p> <p style="padding-left: 40px;">-Foul odor from pets/livestock</p> <p>(1.7) Allowing pets to defecate in public places</p> <p>(1.8) Storing and drying of manure/annoying materials/merchandise</p> <p>(1.9) Growth weeds, grasses and bushes</p> <p>(1.10) Animal excreta</p> <p style="padding-left: 40px;">1stOffense – P1,000.00 + issuance of NOV</p> <p style="padding-left: 40px;">2nd Offense – P3,000.00 + issuance of CDO</p> <p style="padding-left: 40px;">3rd Offense – P5,000.00 + recommendation for the issuance of CO</p> <p>(2) Excessive noise not permissible</p> <p>(2.1) Use of loud sound-producing equipment or machine</p> <p>(2.2) No sound-proofing</p> <p style="padding-left: 40px;">1st Offense: P1, 000 + issuance of NOV</p> <p style="padding-left: 40px;">2nd Offense: P3, 000 + issuance of CDO</p> <p style="padding-left: 40px;">3rd Offense: P5, 000 + issuance of CO and confiscation of sound source</p> <p style="padding-left: 40px;">FOR NON-COMPLIANCE</p> <p style="padding-left: 40px;">1st Offense: An imprisonment of not less than fifteen (15) days, or more than thirty (30) days</p> <p style="padding-left: 40px;">2nd Offense: An imprisonment</p>	
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		<p>of not less than forty-five(45) days, but not more than sixty (60) days</p> <p>3rd Offense: An imprisonment of not less than ninety (90) days, but not more than 120 days</p> <p>(3) Indiscriminate usage of music devices, horns, etc. (motor vehicle)</p> <p>-No permit for using PA system (gatherings)</p> <p>-Emitting loud, excessive, disturbing sound (tricycles)</p> <p>1st Offense: P 500 2nd Offense: P1, 000 3rd Offense: P1, 500</p> <p>FOR NON-COMPLIANCE</p> <p>1st Offense: An imprisonment of not less than fifteen (15) days, or more than thirty (30) days</p> <p>2nd Offense: An imprisonment of not less than forty-five(45) days, but not more than sixty(60) days</p> <p>3rd Offense: An imprisonment of not less than ninety (90) days, but not more than 120 days</p>		
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5. Request for Data, Speaker, Training or Seminar

The Task Force on Solid Waste Management (TFSWM) is available to provide data or lectures on City Ordinance SP 2350 S-2014, waste management operations as well as relevant public services and projects.

Office or Division:	Task Force on Solid Waste Management (TFSWM)			
Classification:	Simple			
Type of Transaction:	G2C - Government to citizen G2G - Government to government G2B – Government to business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter for the provision of data or training		Personal Letter		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online filing/submission of request letter thru TFSWM official e-mail address: TFSolidWaste@quezoncity.gov.ph	1. Acknowledgement receipt of request letter	None	Within 1 day	Chief, Public Affairs and Special Concerns Division
	2. Coordination with the requesting individual/s to determine the required data and/or schedule of training	None	within 1-3 business days	Chief, Concerned Division/Section
	3. Actual provision of data or conduct of training as requested on the agreed schedule	None	Within 1 day	Chief, Concerned Division/Section