



**DEPARTMENT OF SANITATION
AND CLEANUP WORKS OF QUEZON CITY**
**DEPARTMENT OF SANITATION AND WORKS
OF QUEZON CITY**

CITIZEN'S CHARTER

2024 (1st Edition)



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OF QUEZON CITY

CITIZEN'S CHARTER

2024 (1st Edition)

I. Mandate:

The Department shall be the primary office in the Local Government of Quezon City tasked to protect the environment, implement proper waste management, plan, provide, formulate, coordinate, administer and implement policies to observe the highest form of sanitation in the City.

- Observe highest form of sanitation of the City by implementing proper waste management from segregation and collection at source, transfer and to final disposal facility, and works;
- Enforce compliance to laws, regulations and policies pertaining to sanitation;
- Issue Environmental Clearance and Environmental Permits for business establishments;
- Ensure and maintain the sanitation of identified vital City-government properties and facilities;
- Establish an environmental and sanitation database to be utilized by the City's stakeholders, and provide information support to aid City policies and guidelines;
- Provide an efficient, transparent and reliable system to establish people engagement through community building;
- Plan, and execute a comprehensive range of administrative services which support office operations and maintain professional and personal well-being of the Department's workforce; and
- Exercise such other incidental powers and functions as may be necessary to attain the objective of this ordinance.

II. Vision:

- To provide efficient and reliable sanitation services to Quezon City residents covering waste management, disaster-relief, environmental compliance, public affairs and other special concerns;
- To ensure transparency of services and delivery of expected output, as well as provide the public with relevant information and channels for interaction; and
- To implement community-oriented activities, geared towards maximum stakeholder-engagement in the plans and programs of the Department.

III. Mission:

The Department shall undertake to develop workforce dedicated to the delivery of services that is efficient, transparent and community-driven; prepare programs that have clear deliverable/output, which are also cognizant of the sanitation and environmental concerns of both the business-community and the general public; utilize available community- engagement channels particularly through social media platforms, by creating systems and tools that will make client-engagement and feedback more convenient; proposing guidelines and other pertinent legislation that will complement existing laws on environmental protection.

IV. Service Pledge:

Establish a system that will allow for the delivery of services that is efficient transparent, and community-oriented, on the way to attaining the highest standards of sanitation in Quezon City, that is comparable to those in the best cities in the world.

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ADMINISTRATIVE AFFAIRS AND PROPERTY MANAGEMENT DIVISION

INTERNAL SERVICES

1. Receiving of Documents within the Department and Departments within Local Governments of Quezon City

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) through the Administrative Affairs Section provides a Central Receiving system for hand-delivered documents addressed to the Department and ensures that these will be distributed as instructed and there is circulation of documents between Department Chiefs.

| | | | | |
|---|---|---|------------------------|------------------------------|
| Office or Division: | Administrative Affairs and Property Management Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| All documents addressed to the Department. | | Department of Sanitation and Cleanup Works of Quezon City (DSQC) or all departments within the city's local government. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submission of documents addressed to the Department Head | 1.1. Stamped and received by the Receiving Clerk to be routed to the Office of the Head. Date, subject and origin of the document will be recorded in a log book. | None | 3 to 5 Minutes | Administrative Clerk |
| | 1.2. The Department Head will indicate instructions in the routing slip. | None | 3 to 5 Minutes | Chief Administrative Officer |
| | 1.3. Receiving Clerk will note in the logbook all the instructions and refer the letter to the concerned division/office | None | 15 Minutes | Administrative Clerk |

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|--|--|------|----------------|----------------------|
| | <p>1.4 Execute all the instructions as indicated by the Department Head.</p> <p>1.5 The Receiving Clerk from the division will forward the instruction to the Receiving Clerk of the division involved.</p> <p>1.6 The Chief of the division involved shall execute all the instructions indicated by the department head.</p> | None | 3 to 5 Minutes | Administrative Clerk |
| 2. Follow-up regarding the status of the documents | 2.1 Receiving Clerk will forward the query to the concerned division/office | None | 3 to 5 Minutes | Administrative Clerk |
| | TOTAL | None | 35 minutes | As mentioned above |

ADMINISTRATIVE AFFAIRS AND PROPERTY MANAGEMENT DIVISION

EXTERNAL SERVICES

1.1 Recruitment and Hiring of DSQC Personnel

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) through the Administrative Affairs Section conducts hiring of individual applicants for recruitment of personnel.

| | | | | |
|--|---|---|------------------------|------------------------------|
| Office or Division: | Administrative Affairs and Property Management Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | All; of legal age and possesses qualifications needed for the position | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of intent/application – 1 Copy(Original) | | Applicant | | |
| 2. Personal Data Sheet – 1 Copy (Original). | | | | |
| 3. Diploma – 1 Copy (Certified Photocopy) | | School | | |
| 4. Transcript of Record – 1 Copy (Certified Photocopy) | | | | |
| 5. Eligibility – 1 Copy (Certified Photocopy) (if applicable) | | Civil Service Commission (CSC) | | |
| 6. Birth Certificate – 1 Copy | | Philippine Statistics Authority (PSA) | | |
| 7. NBI Clearance – 1 Copy | | National Bureau of Investigation (NBI) | | |
| 8. Other supporting documents required | | Government office will issue the required documents | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit application letter with PDS at the DSCQ Office or; Send via email at dsqc@quezoncity.gov.ph or admin.dsqc@quezoncity.gov.ph | 1.1 Receive and record applications or referrals, and forward to the office of Chief Administrative Officer. Acknowledge receipt of the email and forward to the office of Chief Administrative Officer. | None | 3 to 5 Minutes | Administrative Clerk |
| | 1.2 Asses qualifications of the applicants based on the documents submitted and position applied for. | None | Within 2 hours | Chief Administrative Officer |

| | | | | |
|---|--|------|----------------|--|
| | <p>1.3. If the applicant qualifies to the qualification standard of the position applied for, contractual or permanent, the Chief Administrative Officer shall notify the Office of the Head and the Division Chief involved and proceed to schedule for an interview for the applicant.</p> <p>If the applicant did not qualified, the Chief Administrative Officer shall notify the applicant citing the qualifications he/she did not meet.</p> | None | Within 1 hour | Chief Administrative Officer |
| | <p>1.4 Inform applicants on the date and time of interview through email or text message or call.</p> | None | 3 to 5 minutes | Administrative Clerk |
| <p>2. The applicant shall proceed and appear for Internal Personnel Selection Board Process (IPSB).</p> | <p>2.1. Pre-evaluation of applicants through logical exam, typing test and Interviews</p> | None | Within 1 hour | Chairperson, members of the board and secretariat involved |

| | | | | |
|--|--|------|-----------------|---|
| | <p>2.2. Evaluate the result of the pre-evaluation process.</p> <p>If the applicant passed the evaluation, he/she shall be scheduled for the final interview.</p> <p>If the applicant did not pass the evaluation, the members of the board shall justify the reason why the applicant did not qualify for the position</p> | None | Within 1 hour | Chairperson and members of the board involved |
| | <p>2.3. Instruct the secretariat to endorse all qualified candidates for Personnel Selection Board at HRMD (Permanent)</p> <p>For CO's JO's and Consultants to inform for final interview.</p> | None | 5 to 10 minutes | <p>HRMD</p> <p>Department Head</p> |

| | | | | |
|--|--|------|---------------------|---|
| | 2.4. For COS, JO's and Consultants Inform applicants on the date and time of interview through email or text message or call. | None | 10 minutes | Administrative Clerk |
| 3. Submit all the documentary requirements | 3.1 Interview applicants and advises them to wait for further instruction. | None | Within 1 to 2 hours | Department Head, Assistant Department Head, Chief Administrative Officer, Division Chief involved |

| | | | | |
|--|---|------|-------------------|------------------------------|
| | <p>3.2. Evaluate the result of the interview.</p> <p>If the applicant passed the final interview, they will be notified. If not, the Chief Administrative Officer will prepare a letter</p> | None | 30 minutes | Chief Administrative Officer |
| | <p>3.3. Inform successful applicants who passed the final interview and instruct to submit all documentary requirements within 5 days</p> | None | 5 minutes | Administrative Clerk |
| 4. Submit all the documentary requirements | <p>4.1. Receive and check on the completeness of the documents and advises them to report for the signing of contract and for the general orientation.</p> | None | Within 10 minutes | Administrative Clerk |
| | <p>4.2. Prepare Contract of Service for the newly hired applicants.</p> | None | 1 hour | Administrative Clerk |

| | | | | |
|--|---|------|-------------------------|--|
| 5. Report on the specified date for contract signing and orientation | 5.1. Have the newly hired personnel sign contract as Contract of Service employees. | None | 10 minutes | Administrative Clerk |
| 6. Attend orientation and training for newly hired personnel | 6.1. Conduct general orientation on all related services of the department | None | Within 2 hours | Administrative Affairs and Property Management Division. |
| | TOTAL | None | 10 hours and 85 minutes | As mentioned above |

1.2 Request for Services Related to DSQC

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) through the Administrative Affairs and Property Management Division provides services included but not limited to requesting of resource speakers, conducting seminars, and procuring data that are requested by concerned individuals.

| | | | | |
|---|---|------------------------|---|------------------------------|
| Office or Division: | Administrative Affairs and Property Management Division | | | |
| 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 | |
| All documents addressed to the Department. | | | Department of Sanitation and Cleanup Works of Quezon City (DSQC) or all departments within the city's local government. | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submission of documents addressed to the Department Head | 1.1 Stamp and receive by the Receiving Clerk to be routed to the Office of the Head. Date, subject and origin of the document will be recorded in a log book. | None | 3 to 5 Minutes | Administrative Clerk |
| | 1.2 Department Head will indicate instructions in the routing slip. | None | 3 to 5 Minutes | Chief Administrative Officer |
| | 1.3 Receiving Clerk will note in the logbook all the instructions and refer the letter to the concerned division/office | None | 15 Minutes | Administrative Clerk |
| | 1.4 Execute all the instruction as indicated by the Department Head. | None | 3 to 5 Minutes | Administrative Clerk |

| | | | | |
|--|---|------|----------------|----------------------|
| | 1.5 The Receiving Clerk from the division will forward the instruction to the Receiving Clerk of the division involved. | None | 3 to 5 Minutes | Administrative Clerk |
| | 1.6 The Chief of the division involved shall execute all the instructions indicated by the department head. | None | 3 to 5 Minutes | Administrative Clerk |
| 2. Follow-up regarding the status of the documents | 2.1 Receiving Clerk will forward the query to the concerned division/office | None | 3 to 5 Minutes | Administrative Clerk |

WASTE MANAGEMENT OPERATIONS

EXTERNAL SERVICES

2.1 Barangay Dedicated Waste Collection

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) through the Waste Management Operations Division provides regular waste collection service to all Quezon City Barangays and Households following a separate schedule for biodegradables and non-biodegradable as part of segregation-at-source policy.

| | | | | |
|---|---|------------------------|-------------------------------------|---------------------------|
| Office or Division: | Waste Management Operations Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Residents | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None required | | None required | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Follow the waste collection schedule <ul style="list-style-type: none"> ● Monday, Wednesday & Friday (Biodegradable waste) ● Tuesday, Thursday & Saturday (Non-biodegradable waste) ● Barangays may request their preferred schedule of collection. | 1.1 Deployment of waste collection vehicles | None | 1 to 2 hours; may vary per location | Monitoring Officer |
| | TOTAL | None | 2 hours | As mentioned above |

2.2 Bulky Waste Collection

The Department of Sanitation and Cleanup Works of Quezon City through the Waste Management Operation Division provides service for bulky wastes deemed too large for regular waste collection, such as, but not limited to, tree trunk, discarded furniture, and large appliances.

| | | | | |
|--|--|---|---|---|
| Office or Division: | | Waste Management Operations Division | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C - Government to Citizen G2G – Government to Government | | |
| Who may avail: | | Residents and barangays | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request Letter | | Barangay Officer | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <p>1. The barangay officer shall submit bulky waste collection requests using the proforma request letter via DSQC@quezoncity.gov.ph or wastemanagement.DSQC@quezoncity.gov.ph or at DSQC Office</p> <p>All residents MUST request bulky waste collection through barangay.</p> | <p>1.1. If received through email, the email shall be acknowledged or,</p> <p>If received at the Central Receiving of DSQC office, it shall be received and recorded in the approved DSQC document recording system.</p> | <p>None</p> <p>None</p> | <p>3 to 5 minutes</p> <p>3 to 5 minutes</p> | <p>Public Affairs Officer</p> <p>Administrative Clerk</p> |
| | <p>1.2 If received through email, refer to Waste Management Operations Division through online referral system or</p> <p>If received at the Central Receiving of DSQC office, forward to the office of the Head.</p> | <p>None</p> <p>None</p> | <p>3 to 5 minutes</p> <p>3 to 5 minutes</p> | <p>Public Affairs Officer</p> <p>Administrative Clerk</p> |
| | <p>Refer to the Waste Management Operations Division.</p> | <p>None</p> | <p>3 to 5 minutes</p> | <p>Department Head</p> |

| | | | | |
|--|---|------|---|---|
| | Forward to the Waste Management Operations Division. | None | 3 to 5 minutes | Administrative Clerk |
| | 1.3 Forward the request letter to the Division Chief of Waste Management Operations Division for approval | None | 3 to 5 minutes | Receiving Clerk, Waste Management Operations Division |
| | 1.4 Carry out the instructions as indicated in the routing slip | None | 3 to 5 minutes | Division Chief, Waste Management Operations Division |
| | 1.5 Schedule the request for validation /inspection | None | 10 to 15 minutes | Monitoring Officer |
| | 1.6 Inspect the site and bulky waste to be collected | None | 1 to 3 hours | Monitoring Officer |
| | 1.7 Schedule the collection | None | 10 to 15 minutes | Monitoring Officer |
| | 1.8 Send a notice of schedule of the collection to Barangay Official in-charge | None | 10 to 15 minutes | Monitoring Officer |
| 2. Follow the waste collection schedule. | 2.1 Deployment of waste collection vehicles. | None | 1 to 2 hours, depending on the location | Monitoring Officer |
| | TOTAL | None | 6 hours and 25 minutes | As mentioned above |

2.3 Main Road Collection

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) through the Waste Management Operation Division provides waste collection service along major thoroughfares and other areas as identified by the City.

| | | | | |
|--|---|------------------------|-------------------------------------|---------------------------|
| Office or Division: | Waste Management Operations Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None Required | | None Required | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Follow the waste collection schedule (Daily Collection) From 9:00 PM to 12:00 MN | 1.1 Deployment of waste collection vehicles | None | 1 to 2 hours; may vary per location | Monitoring Officer |
| | TOTAL | None | 2 hours | As mentioned above |

2.4 Identified Markets, Schools and Other Institutions Waste Collection

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) through the Waste Management Operations Division provides stationary collections for specific institutions within the City.

| | | | | |
|---|--|------------------------|-------------------------------------|---------------------------|
| Office or Division: | Waste Management Operations Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Residents and barangays | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None Required | | None Required | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Follow the waste collection schedule; May vary depending on the identified markets, schools, and other institutions. | 1. Deployment of waste collection vehicles | None | 1 to 2 hours; may vary per location | Monitoring Officer |
| | TOTAL | None | 2 hours | As mentioned above |

2.5 Disaster-Relief and Support

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) through the Waste Management Operations Division 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 DSQC;

| | | | | |
|--|---|------------------------|------------------------|--|
| Office or Division: | Waste Management Operations Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2B - Government to Business G2G - Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request Letter | | Barangay Officer | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit disaster-relief and support request via DSQC@quezoncity.gov.ph or wastemanagement.DSQC@quezoncity.gov.ph or at Central Receiving at the DSQC office All residents MUST request disaster-relief and support through barangay. | 1.1. If received through email, the email shall be acknowledged. If received at the Central Receiving of DSQC office, it shall be received and recorded in approved DSQC document recording system | None | 3 to 5 minutes | Public Affairs Officer Administrative Clerk |

| | | | | |
|--|---|-------------|-----------------------|-------------------------------|
| | <p>1.2 If received through email, refer to Waste Management Operations Division through online referral system or</p> | <p>None</p> | <p>3 to 5 minutes</p> | <p>Public Affairs Officer</p> |
| | <p>If received at the Central Receiving of DSQC office, forward to the</p> | <p>None</p> | <p>3 to 5 minutes</p> | <p>Administrative Clerk</p> |

| | | | | |
|--|--|-------------------------|---|---|
| | <p>office of the Head.</p> <p>Refer to the Waste Management Operations Division.</p> <p>Forward to the Waste Management Operations Division.</p> | <p>None</p> <p>None</p> | <p>3 to 5 minutes</p> <p>3 to 5 minutes</p> | <p>Department Head</p> <p>Administrative Clerk</p> |
| | 1.3 Forward the request letter to the Division Chief of Waste Management Operations Division | None | 3 to 5 minutes | Receiving Clerk, Waste Management Operations Division |
| | 1.4 Carry out the instructions as indicated in the routing slip | None | 3 to 5 minutes | Division Chief, Waste Management Operations Division |
| | 1.5 Schedule the request for validation /inspection | None | 10 to 15 minutes | Monitoring Officer |
| | 1.6 Inspect the affected area and disaster-related waste to be collected | None | 15 minutes | Monitoring Officer |
| | 1.7 Schedule the collection | None | 10 to 15 minutes | Monitoring Officer |
| | 1.8 Send a notice of schedule of the collection to Barangay Official in-charge | None | 10 to 15 minutes | Monitoring Officer |

| | | | | |
|--|--|------|---|--------------------|
| 2. Follow the waste collection schedule. | 2.1 Deployment of waste collection vehicles. | None | 1 to 2 hours, depending on the location | Monitoring Officer |
| | TOTAL | None | 3 hours and 35 minutes | As mentioned above |

PERMITS AND COMPLIANCE

EXTERNAL SERVICES

3.1 Processing and Issuance of Environmental Clearance

Environmental Clearance is issued by the Quezon City Government thru the Department of Sanitation and Cleanup Works of Quezon City (DSQC) through the Permits and Compliance Division 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: | Permits and Compliance Division | | | |
| 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: 1. Unified Business Permit Application Form Supporting Documents: (If Applicable) 1. Environmental Compliance Certificate (ECC) 2. Certificate of Non-Coverage (CNC) 3. Pollution Control Officer (PCO) Accreditation 4. Hazardous Waste Generator's ID 5. Permit to Operate Emission Source Installation (PO-ESI) 6. LLDA Clearance 7. Discharge Permit 8. Service Agreement with an Accredited Service Provider (hauling and disposal of solid waste and/or hazardous waste) 9. Affidavit of Undertakings | | Initial Requirements: 1. Business Permit and Licensing Department (BPLD) thru BOSS (https://qceservices.quezoncity.gov.ph/) Supporting Documents: (If Applicable) 1-5: Department of Environment and Natural Resources (DENR) 6-7: Laguna Lake Development Authority (LLDA) 8: Private firm accredited by DENR | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. File an application thru QCG | 1. BPLD shall forward all applications thru | Environmental Clearance Inspection Fee and EPO Fee | Within 1 hour | DSQC Permits and Compliance |

| | | | |
|--|--|---|--|
| <p>Business-One-Stop-Shop (BOSS) website (https://qceservices.quezoncity.gov.ph)</p> | <p>Business-One-Stop-Shop (BOSS) Website (https://qceservices.quezoncity.gov.ph) for initial evaluation.</p> <p>2. Applications with deficient requirement/s will be immediately notified thru e-mail.</p> | <p>is already integrated in the tax billing assessment:</p> <p>(1) Inspection Fee:</p> <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/Apartelle/Inns – P1,000.00 ● Welding Shops/Auto Repair and Painting Shops/Printing Shops/Machine Shops – P1,000.00 ● Furniture Shops/Refrigerator or 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 | <p>Division (Permits and Evaluation Section)</p> |
|--|--|---|--|

| | | | | |
|--|--|--|--|--|
| | | <p>Subd., Parks, Memorial Parks)/ Condominiums – P800.00</p> <ul style="list-style-type: none"> ● High-Rise Buildings – P800.00 ● Private Schools – P800.00 ● Fast food Chains/Restaurants – P800.00 ● Amusement/Recreational Places, Sports Centers, KTV, Videoke, 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 ● 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 | | |
|--|--|--|--|--|

| | | | | |
|---|--|---|-----------------------|---|
| | | <ul style="list-style-type: none"> 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)</p> <p>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> | | |
| 3. Receive the results of the evaluation of the application via email | 3.1 DSQC will process and prepare the Environmental Clearance including its signatory | None | within 1 business day | DSQC Permits and Compliance Division (Permits and Evaluation Section) |
| | <p>3.2. The approved and signed Environmental Clearance (e-copy) will be sent to the e-mail address provided by the taxpayer/applicant</p> <ul style="list-style-type: none"> Hard copy of Environmental Clearance for Low Risk Category is officially forwarded to the BPLD for the inclusion to the Automated Document Delivery | | within 1 business day | DSQC Permits and Compliance Division (Permits and Evaluation Section) |

| | | | | |
|--|--|--------------------|--------|--------------------|
| | <p>System (ADDS)</p> <ul style="list-style-type: none"> Establishments under the High Risk Category are subject to mandatory inspection to further validate their compliance. The result shall be the basis for the on-site issuance/non-issuance of Environmental Clearance. | | | |
| | TOTAL | As mentioned above | 3 days | As mentioned above |

3.2 Payment of Environmental Violation Receipt (EVR)

EVR that was issued by the Department of Sanitation and Cleanup Works of Quezon City (DSQC) through the Permits and Compliance Division and any other authorized personnel must be processed by the violator and pay the corresponding penalties based on City Ordinance SP 2350 S-2014.

| | | | | |
|--|---|---|-------------------------|---|
| Office or Division: | | Permits and Compliance Division | | |
| 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 | | Department of Sanitation and Works of Quezon City (DSQC) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCE SSING TIME | PERSON RESPONSIBLE |
| 1. Present issued EVR at the Redemption Area of DSQC for validation/verification | 1.DSQC will evaluate the issued EVR and issue an Order of Payment | 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 (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 | Within 1 day | DSQC Permits and Compliance Division (Permits and Evaluation Section) |

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| | | <p>(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>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</p> <p>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 Waste (contractor)</p> <p>1st Offense – 1,000.00 2nd Offense – 3,000.00 3rd Offense – 5,000.00</p> | | |
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| | | <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 c. Disqualification</p> | | |
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| | | <p>(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</p> <p>(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</p> <p>(8) Illegal Dumping (8.1) Illegal storing of garbage (8.2) Illegal Dumpsite</p> <table border="0"> <thead> <tr> <th></th> <th>1ST VOL OFF.</th> <th>2ND VOL OFF.</th> <th>3RD VOL OFF.</th> </tr> </thead> <tbody> <tr> <td>UME</td> <td></td> <td></td> <td></td> </tr> <tr> <td><1</td> <td>2,00</td> <td>4,00</td> <td>5,000.</td> </tr> <tr> <td>CU.</td> <td>0.00</td> <td>0.00</td> <td>00</td> </tr> <tr> <td>M</td> <td></td> <td></td> <td>5,000+ 5,000+</td> </tr> <tr> <td><1</td> <td></td> <td>NOT</td> <td>NOT</td> </tr> <tr> <td>CU.</td> <td>5,00</td> <td>LESS</td> <td>MORE</td> </tr> <tr> <td>M /></td> <td>0.00</td> <td>THAN</td> <td>THAN 1</td> </tr> <tr> <td></td> <td></td> <td>6 MOS</td> <td>YR.</td> </tr> <tr> <td></td> <td></td> <td>IMPRI.</td> <td>IMPRI.</td> </tr> <tr> <td></td> <td></td> <td>5,000+</td> <td>5,000+</td> </tr> <tr> <td>>4-</td> <td></td> <td>NOT</td> <td>NOT</td> </tr> <tr> <td>8CU</td> <td>5,00</td> <td>LESS</td> <td>LESS</td> </tr> <tr> <td>.M</td> <td>0.00</td> <td>THAN</td> <td>THAN 6</td> </tr> <tr> <td></td> <td></td> <td>1 MOS</td> <td>MOS</td> </tr> <tr> <td></td> <td></td> <td>IMPRI.</td> <td>IMPRI</td> </tr> <tr> <td></td> <td></td> <td>5,000+</td> <td>5,000+</td> </tr> <tr> <td></td> <td></td> <td>NOT</td> <td>NOT</td> </tr> <tr> <td>8CU</td> <td>5,00</td> <td>LESS</td> <td>MORE</td> </tr> <tr> <td>.M</td> <td>0.00</td> <td>THAN</td> <td>THAN 1</td> </tr> <tr> <td>/></td> <td></td> <td>6 MOS</td> <td>YR.</td> </tr> <tr> <td></td> <td></td> <td>IMPRI</td> <td>IMPRI.</td> </tr> </tbody> </table> <p>(9) Open Burning 1st Offense– 500.00/1 day CS 2nd Offense– 1,000.00/3 days CS</p> | | 1 ST VOL OFF. | 2 ND VOL OFF. | 3 RD VOL OFF. | UME | | | | <1 | 2,00 | 4,00 | 5,000. | CU. | 0.00 | 0.00 | 00 | M | | | 5,000+ 5,000+ | <1 | | NOT | NOT | CU. | 5,00 | LESS | MORE | M /> | 0.00 | THAN | THAN 1 | | | 6 MOS | YR. | | | IMPRI. | IMPRI. | | | 5,000+ | 5,000+ | >4- | | NOT | NOT | 8CU | 5,00 | LESS | LESS | .M | 0.00 | THAN | THAN 6 | | | 1 MOS | MOS | | | IMPRI. | IMPRI | | | 5,000+ | 5,000+ | | | NOT | NOT | 8CU | 5,00 | LESS | MORE | .M | 0.00 | THAN | THAN 1 | /> | | 6 MOS | YR. | | | IMPRI | IMPRI. | |
|------|--------------------------------|--|--------------------------------|--------------------------------|--------------------------------|--------------------------------|-----|--|--|--|----|------|------|--------|-----|------|------|----|---|--|--|---------------|----|--|-----|-----|-----|------|------|------|------|------|------|--------|--|--|-------|-----|--|--|--------|--------|--|--|--------|--------|-----|--|-----|-----|-----|------|------|------|----|------|------|--------|--|--|-------|-----|--|--|--------|-------|--|--|--------|--------|--|--|-----|-----|-----|------|------|------|----|------|------|--------|----|--|-------|-----|--|--|-------|--------|--|
| | 1 ST VOL OFF. | 2 ND VOL OFF. | 3 RD VOL OFF. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| UME | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| CU. | 0.00 | 0.00 | 00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| M | | | 5,000+ 5,000+ | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <1 | | NOT | NOT | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CU. | 5,00 | LESS | MORE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| M /> | 0.00 | THAN | THAN 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | 6 MOS | YR. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | IMPRI. | IMPRI. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | 5,000+ | 5,000+ | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| >4- | | NOT | NOT | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8CU | 5,00 | LESS | LESS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| .M | 0.00 | THAN | THAN 6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | 1 MOS | MOS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | IMPRI. | IMPRI | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | 5,000+ | 5,000+ | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | NOT | NOT | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8CU | 5,00 | LESS | MORE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| .M | 0.00 | THAN | THAN 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| /> | | 6 MOS | YR. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | IMPRI | IMPRI. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| | | <p>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 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</p> | | |
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| | | <p>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</p> <p>(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 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</p> | | |
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| | | <p>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> <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> | | |
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| | | <p>(2) Violation for Standards for Stationary Sources</p> <ol style="list-style-type: none"> 5. First Offense – One thousand (P1,000) and issuance of Notice of Violation 6. Second Offense – Three thousand (P3,000) and issuance of Cease and Desist Order (CDO) for the pollution source. 7. 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> <p>1st Offense – P1,000.00 + issuance of NOV</p> <p>2nd Offense – P3,000.00</p> <p>3rd Offense – P5,000.00</p> <p>(2) No Waste Water Treatment Plant or WWTP</p> | | |
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| | | <p>(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 2ndOffense – 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) Dislodging and transporting septage w/o permit (3.2) Hiring illegal dislodge</p> <p>(PERSON/ESTABLISHMENTS) P5,000.00 + 3-6 months imprisonment + confiscation of equipment/paraphernalia used</p> <p>NUISANCE</p> <p>(1) Excessive noise (1.1) Foul odor from motor vehicle (1.2) Foul odor from residence or business (1.3) Obstruction</p> | | |
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| | | <p>(1.4) Illegal dumpsite (1.5) Illegal pens or cages (1.6) Disturbance of peace caused by pets/livestock -Foul odor from pets/livestock (1.7) Allowing pets to defecate in public places (1.8) Storing and drying of manure/annoying materials/merchandise (1.9) Growth weeds, grasses and bushes (1.10) Animal excreta</p> <p>1st Offense – 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>(2) Excessive noise not permissible (2.1) Use of loud sound-producing equipment or machine (2.2) No sound-proofing</p> <p>1st Offense: P1, 000 + issuance of NOV 2nd Offense: P3, 000 + issuance of CDO 3rd Offense: P5, 000 + issuance of CO and confiscation of sound source</p> <p>FOR NON-COMPLIANCE</p> <p>1st Offense: An imprisonment of not less than fifteen (15) days, or more than thirty (30) days 2nd Offense: An imprisonment of not less than forty-five(45) days, but not more than sixty (60) days 3rd Offense: An imprisonment of not less than ninety (90) days, but not more than 120 days</p> | | |
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| | | <p>(3) Indiscriminate usage of music devices, horns, etc. (motor vehicle) -No permit for using PA system (gatherings) -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 2nd Offense: An imprisonment of not less than forty-five(45) days, but not more than sixty(60) days 3rd Offense: An imprisonment of not less than ninety (90) days, but not more than 120 days</p> | | |
| 2. Settle the Order of Payment at the City Treasurer's Office then provide the Office a photocopy of the following documents (Official Receipt, valid ID, and issued EVR). | 2.DSQC will update its record. | | n/a | DSQC Permits and Compliance Division (Permits and Evaluation Section) |
| | TOTAL | As mentioned above | 1 day | As mentioned above |

3.3 Request for Deputation Seminar

The conduct of the Deputation Seminar aims to continuously strengthen the enforcement capability of all relevant City Personnel in the implementation of City's existing sanitation and environmental laws and ordinances.

| | | | | |
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| Office or Division: | Permits and Compliance Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G–Government to Government | | | |
| Who may avail: | All relevant City Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter of Request for Deputation Seminar | | Department of Sanitation and Works of Quezon City (DSQC) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to the receiving area of DSQC for the filling of the request letter or send request via official email at DSQC@quezoncity.gov.ph | 1. The letter will be routed to the Permits and Compliance Division to accommodate the request and to identify the date of the conduct of the seminar | None | Within 1 day | DSQC Permits and Compliance Division |
| 2. Confirm attendance to the specified date and time of the actual seminar once informed by personnel-in-charge. | 2. Inform the requesting party of the date and time of the deputation seminar. | None | Within 1 day | DSQC Permits and Compliance Division |
| 3. Participate and complete the eight (8) hour conduct of deputation seminar | 3. Provide an appropriate speaker with vast knowledge and experience in lieu with the City's Environment Code, and national environmental management laws, | None | Within 1 day | DSQC Permits and Compliance Division |

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| | <p>together with the Department's Standard Operating Procedure (SOP) on inspection and apprehension, that will lead the deputation seminar.</p> <p>Issue a written examination at the latter part of the deputation seminar.</p> | | | |
| 4. Receive the Official Deputation Order issued by the Honorable Mayor, and the Official EVR and ID for Newly Deputized Personnel | 4.1 Coordination to those personnel who have passed the written examination for the issuance of Deputation Order, EVR, and ID. | None | Within 1 day | DSQC Permits and Compliance Division |
| | TOTAL | None | 4 days | As mentioned above |

3.4 Environmental and Sanitation Compliance Assistance

Providing assistance in resolving concerns on violations of environmental and sanitation standards through the conduct of ocular inspection/investigation.

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| Office or Division: | Permits and Compliance Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2B – Government to Business G2G–Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Formal letter of complaint or electronic mail with attached photographic evidence/s (if applicable) | | Department of Sanitation and Works of Quezon City (DSQC) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to the receiving area of DSQC for the filling of the complaint. Send the formal letter of complaint to DSQC@quezoncity.gov.ph | 1.1 Stamped and received by the Receiving Clerk to be routed to the Permits and Compliance Division. The Personnel of Permits and Compliance Division will acknowledge the email. | None | 10 minutes | DSQC's Receiving Clerk DSQC – Compliance Officers (Compliance and Enforcement Section) |
| | 1.2 Deployment of Compliance Officers to conduct an ocular inspection and thorough investigation in the area to verify the veracity of the complaint. Submit reports regarding the findings of the conducted ocular inspection, together with the issued directives and/or recommendation. | None | Within 2 days | DSQC – Compliance Officers (Compliance and Enforcement Section) |

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|--|-------|------|-----------------------|--------------------|
| | TOTAL | None | 2 days and 10 minutes | As mentioned above |
|--|-------|------|-----------------------|--------------------|

PUBLIC AFFAIRS

EXTERNAL SERVICES

4.1 File a complaint or submit query via E-mail or Facebook

The Public Affairs Section regularly screens DSQC's Official E-mails and Official Facebook Page for messages from stakeholders to efficiently address their complaints or queries related to the services of the Department.

| | | | | |
|--|--|--|------------------------|---------------------------|
| Office or Division: | Public Affairs and Special Concerns Division (PASCD) | | | |
| 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 | | |
| Letter stating the complaint or query | | DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph or Official Facebook Page @DSQCofficialpage | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. File a complaint or submit query via e-mail at DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph or DSQC's Official Facebook Page @DSQCofficialpage. | 1.1 Comprehensive understanding of the stakeholder's complaint or query and acknowledging the receipt of the complaint or query. | None | 1 to 2 minutes | Public Affairs Officer |
| | 1.2 Gather all the necessary information from the stakeholder. | None | 2 to 3 minutes | Public Affairs Officer |
| | 1.3 Refer the case to the appropriate Division in the Online complaints referral system utilized by DSQC observing the completeness of the data. | None | 2 minutes | Public Affairs Officer |

| | | | | |
|--|---|------|----------------|------------------------|
| | 1.4 Fill in all the necessary information in Online Complaints Tracker to monitor the progress of the case. | None | 2 to 3 minutes | Public Affairs Officer |
| 1. Follow-up complaint or query via e-mail at DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph or message in Official Facebook Page @DSQCOfficialpage. | 2.1 In case of a follow-up from the stakeholder, the same should be made by the PA officer to the concerned division or office. | None | 2 to 3 minutes | Public Affairs Officer |
| | 2.2 Once the complaint is resolved or query has been answered, tag the case as resolved in Online Complaints Tracker | None | 1 to 2 minutes | Public Affairs Officer |
| | TOTAL | None | 12 minutes | As mentioned above |

4.2 File a complaint or submit query via QCitizen 122 Helpline

To facilitate immediate response, DSQC screens QCitizen 122 Ticketing System for referred cases to address the complaints or queries of QCitizens.

| | | | | |
|--|--|------------------------|------------------------|---------------------------|
| Office or Division: | Public Affairs and Special Concerns Division (PASCD) | | | |
| 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 | | |
| Phone call stating complaints or queries related to DSQC's services | | QC122 Hotline | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Call QC 122 hotline to file a complaint or submit a query related to DSQC's services. | 1.1 Comprehensive understanding of the complaint or query from stakeholder as referred by QC 122 Ticketing System and acknowledging the receipt of the complaint or query. | None | 1 to 2 minutes | Public Affairs Officer |
| | 1.2 Gather all the necessary information from the stakeholder. | None | 2 to 5 minutes | Public Affairs Officer |
| | 1.3 Refer the case to the appropriate Division in the Online complaints referral system utilized by DSQC observing the completeness of the data. | None | 2 to 5 minutes | Public Affairs Officer |

| | | | | |
|--|--|------|-----------------|------------------------|
| | 1.4 Fill in all the necessary information in Online Complaints Tracker to monitor the progress of the case. | None | 3 to 5 minutes | Public Affairs Officer |
| 2. Follow-up the complaint or query raised via QC 122 hotline. | 2.1 In case of follow-up from the stakeholder, the same should be made by the PA officer to the concerned division. | None | 5 to 10 minutes | Public Affairs Officer |
| | 2.2 Once the complaint is resolved or query has been answered, tag the case as resolved in Online Complaints Tracker | None | 2 to 3 minutes | Public Affairs Officer |
| | TOTAL | None | 43 minutes | As mentioned above |

4.3 File a complaint or submit query via DSQC Call Center

Stakeholders may call DSQC's phone number 8988-4242 local 8311 to lodge complaint or query related to DSQC's services.

| | | | | |
|---|--|---|------------------------|---------------------------|
| Office or Division: | | Public Affairs and Special Concerns Division (PASCD) | | |
| 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 | | |
| Phone call stating complaints or queries related to DSQC's services | | Call Center 8988-4242 local 8311 | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Call DSQC Call Center 8988-4242 local 8311 and file a complaint or raise query related to DSQC's services. | 1.1 Handle the call, understand the complaint or query and gather all necessary information. | None | 5 to 10 minutes | Public Affairs Officer |
| | 1.2 Refer the case to the appropriate Division in the Online complaints referral system utilized by DSQC observing the completeness of the data. | None | 5 to 10 minutes | Public Affairs Officer |
| | 1.3 Fill in all the necessary information in Online Complaints Tracker to monitor the progress of the case. | None | 3 to 5 minutes | Public Affairs Officer |

| | | | | |
|--|---|------|-----------------|------------------------|
| 2. Follow-up the complaint or query raised via DSQC Call Center. | 2.1 In case of follow-up from the stakeholder, the same should be made by the Officer to the concerned division. | None | 5 to 10 minutes | Public Affairs Officer |
| | 2.2 Once the complaint is resolved or query has been answered, tag the case as resolved in Online complaints tracker. | None | 2 to 3 minutes | Public Affairs Officer |
| | TOTAL | None | 38 minutes | As mentioned above |

4.4 QC Basuhero Recyclables Trading

QC Basuhero Recyclables Trading aims to reduce landfill waste. QCitizen may request house-to-house collection of their recyclable materials and trade it to cash thru the QC Basuhero's partner recycler.

| | | | | |
|--|--|--|------------------------|---------------------------|
| Office or Division: | Public Affairs and Special Concerns Division | | | |
| 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 | | |
| Letter requesting collection of recyclable materials | | DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph, official Facebook page @DSQCOfficialpage or at DSQC office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit letter requesting recyclable trading via email at DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph, official Facebook page @DSQCOfficialpage or at DSQC office indicating preferred schedule, time, location, estimated volume, and other necessary information. | 1.1 Check for the completeness of data in the request and acknowledge receipt of the e-mail sent by the stakeholder. | None | 5 to 10 minutes | Public Affairs Officer |
| | 1.2 PA officer will confirm the schedule of pick-up and provide other necessary information. | None | 10 to 15 minutes | Public Affairs Officer |

| | | | | |
|--|---|------|------------------------|------------------------|
| | 1.3 Available dates of pick-up will be sent when the preferred schedule is not available. | | | |
| | 1.4 On the day of actual pick-up, the partner recycler supervised by PA Officer will weigh and collect the recyclable materials in exchange to cash. | None | 2 to 8 hours | Public Affairs Officer |
| | 1.5 A certificate will be issued to the stakeholder indicating the weight or volume of the recyclable materials traded and its cash equivalent signed by the Partner Recycler and PA officer. | None | 5 to 10 minutes | Public Affairs Officer |
| | TOTAL | None | 8 hours and 35 minutes | As mentioned above |

SPECIAL CONCERNS

EXTERNAL SERVICES

5.1 Special Waste Collection request

The Special Waste Collection service facilitates the collection of hazardous wastes from hospitals, barangay health centers, lying-in clinics, and other designated interim locations identified by the City Government, ensuring their proper disposal.

| | | | | |
|---|--|---|------------------------|---------------------------|
| Office or Division: | Public Affairs and Special Concerns Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2G - Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request Letter for collection of special waste | | DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph , Official Facebook Page @DSQCofficialpage or at DSQC office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Accomplish a Letter requesting for Special Waste Collection indicating all the necessary information signed by the Barangay Chairman and submit to DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph, Official Facebook Page @DSQCofficialpage or at DSQC office. | 1.1 Check for the completeness of data in the request and acknowledge receipt of the e-mail sent by the stakeholder. | None | 5 to 10 minutes | Public Affairs Officer |
| | 1.2 Refer the request to Special Concerns Monitoring Team. | None | 5 to 10 minutes | Public Affairs Officer |

| | | | | |
|--|--|------|------------------------|-------------------------------------|
| | 1.3 Coordinate with the barangay or authorized representative for the schedule of inspection and collection. | None | Within 24 hours | Special Concerns Monitoring Officer |
| | 1.4 Deployment of special waste collection vehicles. | None | 14 days | Special Concerns Monitoring Officer |
| | TOTAL | None | 15 days and 20 minutes | As mentioned above |

5.2 Used-Cooking Oil Collection

The Department implemented a used-cooking oil collection system to ensure proper disposal and mitigate issues related to clogging of sewages in the City.

| | | | | |
|---|--|---|------------------------|---------------------------|
| Office or Division: | Public Affairs and Special Concerns Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2G - Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request Letter for collection of special waste | | DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Accomplish a Letter requesting for Used Oil Collection Service indicating all the necessary information signed by the Barangay Chairman and submit to DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph | 1.1 Check for the completeness of data in the request and acknowledge receipt of the e-mail sent by the stakeholder. | None | 5 to 10 minutes | Public Affairs Officer |
| | 1.2 Refer the request to Special Concerns Monitoring Team. | None | 5 to 10 minutes | Public Affairs Officer |

| | | | | |
|--|---|------|------------------------|-------------------------------------|
| | 1.3 Coordinate with the barangay for the schedule of inspection and collection. | None | Within 24 hours | Special Concerns Monitoring Officer |
| | 1.4 Deployment of special waste collection vehicles. | None | 14 days | Special Concerns Monitoring Officer |
| | TOTAL | None | 15 days and 20 minutes | As mentioned above |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|--|
| How to send feedback | Resident/s may submit their feedback, comments or suggestions to DSQC e-mail address: (DSQC@quezoncity.gov.ph , Official Facebook Page @DSQCOfficialpage , or at DSQC office) |
| How to file a complaint | |
| How feedback is processed | DSQC will acknowledge receipt of the feedback. The details will be relayed to the concerned division for appropriate action. Online feedback will be provided. |
| How complaints are processed | DSQC will acknowledge receipt of the feedback. The details will be relayed to the concerned division which will send authorized personnel to conduct inspection and verify the complaint. If necessary, an Environmental Violation Receipt (EVR) may be issued. Online feedback will be provided to the complainant. |
| Contact Information of CCB, PCC, ARTA | Department of Sanitation and Cleanup Works of Quezon City (DSQC) 8988-4242 loc. 8311 DSQC@quezoncity.gov.ph |

| OFFICE | ADDRESS | CONTACT INFORMATION |
|--|--|---------------------|
| Department of Sanitation and Cleanup Works of Quezon City (DSQC) | 6th Floor, Building Regulatory Offices (Civic Center D), Mayaman St. Quezon City Hall Compound, Diliman, Quezon City | 8988-4242 loc. 8362 |
| Administrative Affairs and Property Management Division | | 8988-4242 loc. 8363 |
| Waste Management Operations Division | | 8988-4242 loc. 8350 |
| Permits and Compliance Division | | 8988-4242 loc. 8377 |
| Public Affairs and Special Concerns Division | | 8988-4242 loc. 8311 |