



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

CITIZEN'S CHARTER

2023 (1st Edition)



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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 Cleanup 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.

LIST OF SERVICES

Administrative Affairs and Property Management

Internal Service

- 1.1. Receiving of Documents within the Department and Departments within Local Governments of Quezon 6

City External Service

- 1.1 Recruitment and Hiring of DSQC Personnel 9
1.2 Request for Services Related to DSQC 13

Waste Management Operations

External Services

- 2.1. Barangay Dedicated Waste Collection 16
2.2. Bulky Waste Collection 17
2.3. Main Road Collection 19
2.4. Identified Markets, Schools and Other Institution Waste Collection 20
2.5. Disaster-Relief and Cleanup Support Operations 21

Permits and Compliance

External Services

- 3.1. Processing and Issuance of Environmental Clearance 24
3.2. Payment of Environmental Violation Receipt (EVR) and Ordinance Violation Receipt (OVR) 29
3.3. Request for Deputation Seminar 40
3.4. Environmental and Sanitation Compliance Assistance 42

Public Affairs

External Services

- 4.1. File a complaint or submit query via email or Facebook 44
4.2. File a complaint or submit query via QCitizen 122 Helpline 46
4.3. File a complaint or submit query via DSQC Call Center or queries 48
4.4. QC Basuhero Recyclables Trading 50

Special Concerns

External Services

- 5.1. Special Waste Collection request 53
5.2. Sanitation Operations Request 55

Feedback and Complaints Mechanism
List of Offices

56

57

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. 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

	<p>1.4 Execute all the instruction 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) 2. Personal Data Sheet – 1 Copy (Original).		Applicant		
3. Diploma – 1 Copy (Certified Photocopy) 4. Transcript of Record – 1 Copy (Certified Photocopy)		School		
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

	<p>1.2 Assess qualifications of the applicants based on the documents submitted and position applied for.</p>	<p>None</p>	<p>Within 2 hours</p>	<p>Chief Administrative Officer</p>
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	<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 qualify, the Chief Administrative Officer shall notify the applicant citing the qualifications he/she did not meet.</p>	None	Within 1 hour	Chief Administrative Officer
	1.4 Inform applicants on the date and time of interview through email or text message or call.	None	3 to 5 minutes	Administrative Clerk
1. The applicant shall proceed and appear for interview.	2.1. Interviews applicants	None	Within 1 hour	Chief Administrative Officer and Division Chief involved

	<p>2.2. Evaluate the result of the Interview to the Head for instructions</p> <p>If the applicant passed the interview, the Chief Administrative Officer shall notify the Office of the Head.</p> <p>If the applicant did not pass the interview, the Chief Administrative Officer shall justify the reason why the applicant did not qualify for the position</p>	None	30 minutes	Chief Administrative Officer
	2.3. Instruct Chief Administrative Officer to set final interview for the applicants who passed the initial interview	None	3 to 5 minutes	Department Head
	2.4. Inform applicants on the date and time of interview through email or text message or call.	None	10 minutes	Administrative Clerk
2. 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
3. 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

4. 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
5. 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 83 minutes	As mentioned above

1.2 Request for Services Related to DSQC

The Department of Sanitation and Cleanup Works of Quezon City 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
	TOTAL	None	45 minutes	As mentioned above

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) 	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 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
1. The barangay officer shall submit bulky waste collection request using the proforma request letter via DSQC@quezoncity.gov.ph or wastemanagement.DSQC@quezoncity.gov.ph or at DSQC Office All residents may request bulky waste collection through barangay.	1.1. If received through email, the email shall be acknowledged or,	None	3 to 5 minutes	Public Affairs Officer
	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	Administrative Clerk

	<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>Refer to Waste Management Operations Division.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>3 to 5 minutes</p> <p>3 to 5 minutes</p> <p>3 to 5 minutes</p>	<p>Public Affairs Officer</p> <p>Administrative Clerk</p> <p>Department Head</p>
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	Forward to 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	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 Inspect the site and bulky waste to be collected	None	15 minutes	Monitoring Officer
	1.6 Schedule the collection	None	3 to 5 minutes	Monitoring Officer
	1.7 Send a notice of schedule of the collection to Barangay Official in-charge	None	3 to 5 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	2 hours and 55 minutes	As mentioned above

2.3 Main Road Collection

The Department of Sanitation and Cleanup Works of Quezon City 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 through the Solid Waste Management 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 Cleanup 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 cleanup support request via DSQC@quezoncity.gov.ph or wastemanagement.DSQC@quezoncity.gov.ph or at Central Receiving at the DSQC office	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>If received at the Central Receiving of DSQC office, forward to the</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>
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	office of the Head.			
	Refer to Waste Management Operations Division.	None	3 to 5 minutes	Department Head
	Forward to 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	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 Inspect the affected area and disaster-related waste to be collected	None	15 minutes	Monitoring Officer
	1.6 Schedule the collection	None	3 to 5 minutes	Monitoring Officer
	1.7 Send a notice of schedule of the collection to Barangay Official in-charge	None	3 to 5 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	2 hours and 55 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 application	Environmental Clearance Inspection Fee and	Within 1 hour	DSQC Permits and Compliance

	s thru	EPO Fee		
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<p>Business-One-Stop-Shop (BOSS) website (https://qceservic.es.quezoncity.gov.ph)</p>	<p>Business-One-Stop-Shop (BOSS) Website (https://qceservic.es.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 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 	<p>Division (Permits and Evaluation Section)</p>
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		<ul style="list-style-type: none">• Housing Dev. Projects (Residential		
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		<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 		
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		<ul style="list-style-type: none">• Medical Clinics/ with Lying-in Clinics – P300.00		
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		<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 		within 1 business day	DSQC Permits and Compliance Division (Permits and Evaluation Section)

	Delivery			
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	<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) and Ordinance Violation Receipt (OVR)

EVR and OVR that were issued by the Department of Sanitation and Cleanup Works of Quezon City (DSQC) – 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 Cleanup Works of Quezon City (DSQC)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING 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)

		<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</p>		
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		3 rd Offense – 5,000.00		
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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</p>		
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		b. Revocation of BP c. Disqualification		
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		<p>(6) No garbage receptacles on PUV</p> <p>(6.1) No proper Label on receptacles</p> <p>1st Offense – 500.00</p> <p>2nd Offense – 1,000.00</p> <p>3rd Offense – 2,000.00</p> <p>(7) Littering</p> <p>1st Offense – 500.00 or 1 day CS</p> <p>2nd Offense – 1,000.00/3 days CS</p> <p>3rd Offense– 2,000.00/5 days CS</p> <p>(8) Illegal Dumping</p> <p>(8.1) Illegal storing of garbage</p> <p>(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>5,000+</td> <td>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 6</td> <td>THAN 1</td> </tr> <tr> <td></td> <td></td> <td>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></td> </tr> <tr> <td></td> <td></td> <td>5,000+</td> <td></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></td> </tr> <tr> <td>LESS</td> <td></td> <td></td> <td></td> </tr> <tr> <td>.M</td> <td>0.00</td> <td>THAN 1</td> <td>THAN 6</td> </tr> <tr> <td></td> <td></td> <td>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></td> </tr> <tr> <td></td> <td></td> <td>5,000+</td> <td>NOT</td> </tr> <tr> <td></td> <td></td> <td>NOT</td> <td></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 6</td> <td>THAN 1</td> </tr> <tr> <td>/></td> <td></td> <td>MOS</td> <td>YR.</td> </tr> <tr> <td></td> <td></td> <td>IMPRI</td> <td>IMPRI.</td> </tr> </tbody> </table>		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 6	THAN 1			MOS	YR.			IMPRI.	IMPRI.			5,000+				5,000+		>4-		NOT	NOT	8CU	5,00	LESS		LESS				.M	0.00	THAN 1	THAN 6			MOS	MOS			IMPRI.	IMPRI			5,000+				5,000+	NOT			NOT		8CU	5,00	LESS	MORE	.M	0.00	THAN 6	THAN 1	/>		MOS	YR.			IMPRI	IMPRI.		
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		(9) Open Burning 1 st Offense– 500.00/1 day CS 2 nd Offense– 1,000.00/3 days CS		
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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 2nd Offense – P3,000.00 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 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 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.

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 Cleanup 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

	<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.

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 Cleanup 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)

	TOTAL	None	2 days and 10 minutes	As mentioned above
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PUBLIC AFFAIRS

EXTERNAL SERVICES

4.1 File a complaint or submit query via email 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	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a complaint or submit query via email 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	3 to 5 minutes	Public Affairs Officer
	1.2 Gather all the necessary information from the stakeholder.	None	5 to 10 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	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	5 to 10 minutes	Public Affairs Officer
1. Follow-up complaint or query via email 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	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	42 minutes	As mentioned above

4.2 File a complaint or submit query via QCitizen 122 Helpline

To facilitate immediate response or solution, DSQC screens QCitizen 122 Ticketing System for referred case 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 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	3 to 5 minutes	Public Affairs Officer
	1.2 Gather all the necessary information from the stakeholder.	None	5 to 10 minutes	Public Affairs Officer
	1.3 Refer the case to the appropriate Division in the Online complaints referral system utilized by DSQC observing the	None	5 to 10 minutes	Public Affairs Officer

	completeness of the data.			
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	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 or queries 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 gGvernment 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	
	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

To aid in rising quantity of special wastes and address the concern of cross-contamination, the Department of Sanitation and Cleanup Works implements Special Waste Collection to facilitate collection in COVID facilities, community-based testing centers, areas under Special Concerns Lockdown, and other interim location identified by the city government.

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 Medical Officer 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
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	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

5.2 Sanitation Operations Request

To ensure safety of QCitizens from the threats of spreading diseases or control the disease outbreak, DSQC conducts regular sanitation operations within Quezon City such as HOPE facilities, COVID facilities or quarantine facilities, QC Hall Complex and offices and other interim location as identified by the city government.

Office or Division:	Public Affairs and Special Concerns Division (PASCD)			
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 sanitation operations		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 Sanitation Operations indicating all the necessary information 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	3 to 5 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 stakeholder for the schedule of inspection and sanitation operations.	None	Within 3 to 4 hours	Special Concerns Monitoring Team
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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 feedbacks are 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, 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. 8362 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), 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. 8364 / 83650
Permits and Compliance Division		8988-4242 loc. 8377
Public Affairs and Special Concerns Division		8988-4242 loc. 8311