



DEPARTMENT OF SANITATION AND CLEANUP WORKS  
OF QUEZON CITY

CITIZEN'S CHARTER

2025 (1<sup>st</sup> Edition)



DEPARTMENT OF SANITATION AND CLEANUP WORKS  
OF QUEZON CITY

CITIZEN'S CHARTER

2025 (1<sup>st</sup> Edition)

**I. Mandate:**

The Department shall be the primary office in the Local Government of Quezon City tasked to protect the environment by implementing proper waste management and, plan, provide, formulate, coordinate, and administer policies to achieve the highest form of sanitation in the City, enforce compliance to environmental laws as stated in QC Environment Code, and communicate with all stakeholders with utmost efficiency and transparency.

**II. Vision:**

To institutionalize Quezon City's status as a role model of efficient and comprehensive sanitation systems for highly urbanized areas, providing the most efficient service to the residents of the City. Targeting the highest degree of sanitation through use of innovative technologies. Ensuring transparency of services through accessible information for all and promoting community engagement.

**III. Mission:**

The Department of Sanitation and Cleanup Works of Quezon City is committed to creating a safe, clean, and sustainable City, guided by our core values of efficiency, transparency, and community engagement. Our mission is to deliver comprehensive waste management programs, enforce environmental regulations, provide accessible information for all, and promote community participation through innovative practices and dedicated effort.

**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. Receiving of Documents from National Government, Local Government, Barangays and other offices of Quezon City | 6 |
|--|---|

### **Waste Management Operations**

#### **External Services**

- |   |    |
|---|----|
| 2.1. Daily Regular Waste Collection                                     | 9  |
| 2.2. Bulky Waste Collection   | 10 |
| 2.3. Main Road Collection   | 12 |
| 2.4. Identified Markets, Schools and Other Institution Waste Collection | 13 |
| 2.5. Disaster-Relief and Cleanup Support                                | 14 |

### **Permits and Compliance**

#### **External Services**

- |   |    |
|---|----|
| 3.1. Processing and Issuance of Environmental Clearance | 17 |
| 3.2. Payment of Environmental Violation Receipt (EVR)   | 20 |

### **Public Affairs**

#### **External Services**

- |   |    |
|---|----|
| 4.1. Receiving of Documents online via Email or Facebook from other Departments and offices in Quezon City Government, Local Government Units, National Government Agencies, Non- Government Organizations and stakeholders | 22 |
| 4.2. File a Complaint or Submit Query via QCitizen 122 Helpline   | 24 |
| 4.3. File a Complaint or Submit Query via DSQC Call Center  | 25 |
| 4.4. QC Basuhero Recyclables Trading  | 27 |
| 4.5. Request for DSQC Training and Deputation Seminar   | 30 |

### **Special Concerns**

#### **External Services**

- |                                     |    |
|-------------------------------------|----|
| 5. Special Waste Collection Request | 34 |
|-------------------------------------|----|

|  |           |
|--|-----------|
| <b>Feedback and Complaints Mechanism</b> | <b>36</b> |
|--|-----------|

|                        |           |
|------------------------|-----------|
| <b>List of Offices</b> | <b>37</b> |
|------------------------|-----------|

# **ADMINISTRATIVE AFFAIRS AND PROPERTY MANAGEMENT**

## **INTERNAL SERVICES**

**1. Receiving of Documents from other Departments and Offices in Quezon City Government, Local Government Units (LGUs), National Government Agencies (NGAs), Non-Government Organizations (NGOs) and stakeholders.**

The Department of Sanitation and Cleanup Works of Quezon City provides a Central Receiving System for hand-delivered documents addressed to the Department.

|  |  |   |                        |                           |
|--|--|---|------------------------|---------------------------|
| <b>Office or Division:</b>   | Administrative Affairs and Property Management Division (AAPMD)  |   |                        |                           |
| <b>Classification:</b>   | Simple   |   |                        |                           |
| <b>Type of Transaction:</b>  | G2C - Government to Citizen<br>G2G - Government to Government<br>G2B – Government to Business  |   |                        |                           |
| <b>Who may avail:</b>  | All  |   |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b>  |                        |                           |
| All documents addressed to the Department  |  | Origin Department or Office in Quezon City, LGUs, NGAs, NGOs, or other stakeholders |                        |                           |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| 1. Submit documents addressed to the Department at the Central Receiving of the DSQC Office. | 1.1. Receive, stamp, and record in the DSQC document recording system at the Central Receiving of DSQC office and attach routing slip. | None  | 5 Minutes              | Administrative Clerk      |
|  | 1.2. Forward to the Office of the Head the document addressed to DSQC.   |   | 5 Minutes              | Administrative Clerk      |
|  | 1.3. Receive and forward the document/s to the Department Head for further instruction/s.  |   | 5 Minutes              | Administrative Clerk      |
|  | 1.4. Indicate instruction/s in   |   | 30 minutes             | Department Head           |

|   |   |      |   |   |
|---|---|------|---|---|
|   | <p>the routing slip attached to the document/s to the concerned Division</p> <p>1.5. Forward to the document to the concerned Division as indicated in the routing slip.</p> <p>1.6. Receive the document/s routed to the Division and refer to the Division Chief concerned.</p> <p>1.7. Carry out the instruction/s as indicated in the routing slip.</p> |      | <p>5 Minutes</p> <p>5 Minutes</p> <p>30 minutes</p> | <p>Administrative Clerk</p> <p>Assigned Staff</p> <p>Division Chief of the concerned Division</p> |
| 2. Follow up on the document/s for action of the DSQC office. | 2. Coordinate the status or feedback to the client.   | None | 15 minutes  | Assigned Staff  |
|   | TOTAL   | None | 1 hour and 40 Minutes                               | As mentioned above  |

# **WASTE MANAGEMENT OPERATIONS**

## **EXTERNAL SERVICES**



## 2.1. Daily Regular Waste Collection

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) provides regular waste collection service to all Quezon City barangays and households following a separate schedule for biodegradable and non-biodegradable as part of segregation-at-source policy.

| <b>Office or Division:</b>  | Waste Management Operations Division (WMOD)                   |                 |                 |                       |
|---|---|-----------------|-----------------|-----------------------|
| <b>Classification:</b>  | Simple  |                 |                 |                       |
| <b>Type of Transaction:</b>   | G2C - Government to Citizen<br>G2G - Government to Government |                 |                 |                       |
| <b>Who may avail:</b>   | Residents and QC Barangays                                    |                 |                 |                       |
| CHECKLIST OF REQUIREMENTS   |   | WHERE TO SECURE |                 |                       |
| N/A   |   | N/A             |                 |                       |
| CLIENT STEPS  | AGENCY ACTIONS  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE    |
| 1. Follow the waste collection schedule <ul style="list-style-type: none"> <li>Monday, Wednesday &amp; Friday (Biodegradable waste)</li> <li>Tuesday, Thursday &amp; Saturday (Non-biodegradable waste)</li> </ul> <i>*Barangays can recommend frequency of segregated collection schedule.</i> | 1. Deployment and monitoring of waste collection vehicles     | None            | 6 hours; daily  | District Officer (DO) |
|   | TOTAL   | None            | N/A             | As mentioned above    |

## 2.2. Bulky Waste Collection

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) provides collection service for bulky wastes deemed too large for regular waste collection, such as, but not limited to, tree trunks, discarded furniture, and large appliances.

| <b>Office or Division:</b>  | Waste Management Operations Division   |                 |                 |                        |
|---|--|-----------------|-----------------|------------------------|
| <b>Classification:</b>  | Simple   |                 |                 |                        |
| <b>Type of Transaction:</b>   | G2C – Government to Citizen<br>G2G – Government to Government  |                 |                 |                        |
| <b>Who may avail:</b>   | QC Residents and barangays   |                 |                 |                        |
| CHECKLIST OF REQUIREMENTS   |  | WHERE TO SECURE |                 |                        |
| Request Letter  |  | Origin Barangay |                 |                        |
| CLIENT STEPS  | AGENCY ACTIONS   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE     |
| 1. The barangay officer shall submit bulky waste collection requests using the pro forma request letter via DSQC@quezoncity.gov.ph or wastemanagement.DSQC@quezoncity.gov.ph or at DSQC Office.<br><br>*All residents must request bulky waste collection through barangay. | 1.1. If received through email, the email shall be acknowledged.   | None            | 5 minutes       | Public Affairs Officer |
|   | If received at the Central Receiving of DSQC office, it shall be received and recorded in the approved DSQC document recording system. |                 | 5 minutes       | Administrative Clerk   |
|   | 1.2. Forward to the office of the Head.  |                 | 5 minutes       | Administrative Clerk   |
|   | 1.3. Receive and forward the document/s to the Department head for instruction/s.  |                 | 5 minutes       | Administrative Clerk   |
|   | 1.4. Indicate instruction/s in the routing slip.   |                 | 30 minutes      | Department Head        |
|   | 1.5. Forward/Route to Waste Management Operations Division.  |                 | 5 minutes       | Administrative Clerk   |
|   | 1.6. Receive the request letter in WMOD.   |                 | 5 minutes       | Assigned Staff         |

|   |   |      |  |   |
|---|---|------|--|---|
|   | <p>1.7. Forward the request letter to the Division Chief of WMOD to carry out the instruction/s, and scheduling of inspection.</p> <p>1.8. Inspect the site and bulky waste to be collected and report to Division Chief of WMOD and the Department Head for approval.</p> <p>1.9. If the bulky waste can be collected as approved, schedule the collection, and send a notice of schedule of the collection to Barangay Focal Person.</p> <p>If not, notify the requesting barangay.</p> |      | <p>5 minutes</p> <p>2 hours</p> <p>5 minutes</p> | <p>Division Chief of WMOD</p> <p>Section Head of Disaster-Relief and Cleanup Support (DRCS)</p> <p>DRCS Monitoring Personnel</p> <p>Section Head of Disaster-Relief and Cleanup Support (DRCS)</p> <p>DRCS Monitoring Personnel</p> |
| 2. Follow the waste collection schedule | 2. Deployment and monitoring of waste collection vehicles.  | None | 4 hours; may vary per location                   | DRCS Monitoring Personnel   |
|   | TOTAL   | None | 7 hours and 10 minutes                           | As mentioned above  |

### 2.3. Main Road Collection

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

| <b>Office or Division:</b>   | Waste Management Operations Division                       |                 |                                |   |
|--|--|-----------------|--------------------------------|---|
| <b>Classification:</b>   | Simple   |                 |                                |   |
| <b>Type of Transaction:</b>  | G2C - Government to Citizen                                |                 |                                |   |
| <b>Who may avail:</b>  | QC Residents   |                 |                                |   |
| CHECKLIST OF REQUIREMENTS  |  | WHERE TO SECURE |                                |   |
| N/A  |  | N/A             |                                |   |
| CLIENT STEPS   | AGENCY ACTIONS   | FEES TO BE PAID | PROCESSING TIME                | PERSON RESPONSIBLE                        |
| 1. Follow the waste collection schedule (Daily Collection).<br><br>*From 9:00 PM to 12:00 MN and from 4:00AM to 6:00AM | 1. Deployment and monitoring of waste collection vehicles. | None            | 4 hours; may vary per location | Main Road Collection Monitoring Personnel |
|  | TOTAL  | None            | 4 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) provides waste collection service for identified institutions within the City.

|   |  |                        |                                |   |
|---|--|------------------------|--------------------------------|---|
| <b>Office or Division:</b>  | Waste Management Operations Division                       |                        |                                |   |
| <b>Classification:</b>  | Simple   |                        |                                |   |
| <b>Type of Transaction:</b>   | G2G – Government to Government                             |                        |                                |   |
| <b>Who may avail:</b>   | Residents and barangays                                    |                        |                                |   |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b> |                                |   |
| N/A   |  | N/A                    |                                |   |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>                                      | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b>         | <b>PERSON RESPONSIBLE</b>                   |
| 1. Follow the waste collection schedule; may vary depending on the identified markets, schools, and other institutions. | 1. Deployment and monitoring of waste collection vehicles. | None                   | 4 hours; may vary per location | Institution Collection Monitoring Personnel |
|   | TOTAL  | None                   | 4 hours                        | As mentioned above                          |

## 2.5. Disaster Relief and Cleanup Support Project

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) provides waste collection service and cleanup support in response to any crisis or disaster such as but not limited to, debris from disaster and emergency/crisis-response.

|  |  |                    |                 |                        |
|--|--|--------------------|-----------------|------------------------|
| Office or Division:  | Waste Management Operations Division   |                    |                 |                        |
| Classification:  | Simple   |                    |                 |                        |
| Type of Transaction:   | G2C - Government to Citizen<br>G2B - Government to Business<br>G2G - Government to Government  |                    |                 |                        |
| Who may avail:   | All  |                    |                 |                        |
| CHECKLIST OF REQUIREMENTS  |  | WHERE TO SECURE    |                 |                        |
| Request Letter   |  | Origin QC Barangay |                 |                        |
| CLIENT STEPS   | AGENCY ACTIONS   | FEES TO BE PAID    | PROCESSING TIME | PERSON RESPONSIBLE     |
| 1. The barangay officer shall submit Disaster Relief and Cleanup Support Operations requests via DSQC@quezoncity.gov.ph or wastemanagement.DSQC@quezoncity.gov.ph or at DSQC Office.<br><br>All residents <b>MUST</b> request disaster- relief and cleanup support through barangay. | 1.1. If received through email, the email shall be acknowledged.   | None               | 5 minutes       | Public Affairs Officer |
|  | If received at the Central Receiving of DSQC office, it shall be received and recorded in the approved DSQC document recording system. |                    | 5 minutes       | Administrative Clerk   |
|  |  |                    | 5 minutes       | Administrative Clerk   |
|  |  |                    | 5 minutes       | Administrative Clerk   |
|  | 1.2. Forward to the office of the Head.  |                    | 30 minutes      | Department Head        |
|  | 1.3. Receive and forward the document/s to the Department head for instruction/s.  |                    | 5 minutes       | Administrative Clerk   |
|  |  |                    | 5 minutes       | Administrative Clerk   |
|  |  |                    | 5 minutes       | Division Clerk         |

|   |  |      |  |   |
|---|--|------|--|---|
|   | <p>1.4. Indicate instruction/s in the routing slip.</p> <p>1.5. Forward/Route to WMOD.</p> <p>1.6. Receive the request letter in WMOD.</p> <p>1.7. Forward the request letter to the Division Chief of WMOD to carry out the instruction/s, and scheduling of inspection.</p> <p>1.8. Inspect the site and the wastes to be collected and report to Division Chief of WMOD and the Department Head for approval of the deployment.</p> <p>1.9. Schedule the collection and send a notice of schedule of the collection to the requesting Barangay.</p> |      | <p>5 minutes</p> <p>2 hours</p> <p>5 minutes</p> | <p>Division Chief of WMOD</p> <p>Section Chief of DRCS</p> <p>DRCS Monitoring Personnel</p> <p>Section Chief of DRCS</p> <p>DRCS Monitoring Personnel</p> |
| 2. Follow the waste collection schedule | 2. Deployment and monitoring of waste collection vehicles.   | None | 4 hours; may vary per location                   | DRCS Monitoring Personnel   |
|   | TOTAL  | None | 7 hours and 10 minutes                           | As mentioned above  |

## **PERMITS AND COMPLIANCE**

### **EXTERNAL SERVICES**



### 3.1 Processing and Issuance of Environmental Clearance (EC)

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) issues EC to establishments in Quezon City that are compliant with QC Environment Code, and other related laws, ordinances, rules, and policies. An EC is valid one (1) year from the date of its issuance and must be renewed annually.

|  |   |   |                        |                           |
|--|---|---|------------------------|---------------------------|
| <b>Office or Division:</b>   |   | Permits and Compliance Division (PCD)   |                        |                           |
| <b>Classification:</b>   |   | Complex   |                        |                           |
| <b>Type of Transaction:</b>  |   | G2B – Government to Business  |                        |                           |
| <b>Who may avail:</b>  |   | All business establishments in Quezon City  |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b>  |                        |                           |
| Initial Requirements:<br>1. Unified Business Permit Application Form<br><br>Supporting Documents: (If Applicable)<br>1. Mayor's Permit<br>2. Tax Bill<br>3. Official Receipt |   | Initial Requirements:<br>1. Business Permit and Licensing Department (BPLD) thru BOSS ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> )<br><br>Supporting Documents: (If Applicable)<br>1. Business Permit and Licensing Department (BPLD)<br>2. City Treasury Office (CTO) |                        |                           |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| 1. File an application thru QCG Business-One-Stop-Shop (BOSS) website ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> )        | 1.1. BPLD shall forward all applications thru Business-One-Stop-Shop (BOSS) Website ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> ) for initial evaluation. Applications with deficient requirement/s will immediately be notified thru the provided email. | Environmental Clearance Inspection Fee and EPO Fee is already integrated in the tax billing assessment.<br><br>Inspection fees varies depending on the type of business as stated in the Quezon City Revenue Code.<br><br>Note: Failure to renew such clearance within the prescribed period shall                        | 4 hours                | BPLD staff                |

|  |  |   |   |  |
|--|--|---|---|--|
|  | 1.2. Process and prepare the Environmental Clearance signed by the Department Head.  | pay a fine of P5,000.00 and P5,000.00 for every succeeding year of non-renewal. | 1 business day                              | PCD staff  |
| 2. Receive the e-copy of EC in registered email address                          | 2. Send the email of the approved EC (e- copy) to the registered email address as provided by the taxpayer/applicant in their QCeservices Account.   | None  | 15 minutes                                  | PCD staff  |
| 3. Receive the hardcopy of EC in registered address provided in the application. | <p>3.1. Forward/ Route the hard copy of EC of establishments under Low Risk Category to the BPLD for the inclusion to the Automated Document Delivery System (ADDs).</p> <p>For establishments under the High Risk Category, a mandatory inspection shall be schedule to further validate compliance. The result shall be the basis for the on-site issuance/non-issuance of EC.</p> | None  | <p>3 business day</p> <p>1 business day</p> | <p>PCD staff<br/>BPLD staff</p> <p>PCD Staff</p> |

|  |  |                    |                               |                    |
|--|--|--------------------|-------------------------------|--------------------|
|  | 3.2. Update the status of EC/s in the approved DSQC database for EC. |                    | 30 minutes                    | PCD Staff          |
|  | TOTAL  | As mentioned above | 5 days 4 hours and 45 minutes | As mentioned above |

### 3.2 Processing of issued Environmental Violation Receipts (EVR)

The Deputized Sanitation Enforcement Agents (DSEAs) issue EVR to violator who will comply with the corresponding fines and penalty of the violation committed based on the QC Environment Code.

|  |  |   |                        |                           |
|--|--|---|------------------------|---------------------------|
| <b>Office or Division:</b>   |  | Permits and Compliance Division   |                        |                           |
| <b>Classification:</b>   |  | Simple  |                        |                           |
| <b>Type of Transaction:</b>  |  | G2C - Government to Citizen<br>G2G - Government to Government<br>G2B – Government to Business |                        |                           |
| <b>Who may avail:</b>  |  | All   |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b>  |                        |                           |
| 1. Original EVR  |  | DSEA  |                        |                           |
| 2. Valid Government ID   |  | Issuing Government Agency   |                        |                           |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>                                    | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| 1. Present issued EVR at the DSQC for validation/verification.                 | 1.Evaluate the issued EVR and issue an Order of Payment. | None  | 30 minutes             | PCD Staff                 |
| 2. Settle the Order of Payment at the City Treasurer's Office (CTO).           | 2.Process the payment.                                   | Fees varies depending on the violation stated in the QC Environment Code.                     | 30 minutes             | CTO Staff                 |
| 3. Provide DSQC a photocopy of the Official Receipt, valid ID, and issued EVR. | 3.Update the DSQC EVR recording system.                  | None  | 15 minutes             | PCD Staff                 |
|  | <b>TOTAL</b>   | As mentioned above  | 1 hour and 15 minutes  | As mentioned above        |

**PUBLIC AFFAIRS**

**EXTERNAL SERVICES**

#### **4.1. Receiving of Documents online via Email or Facebook from other Departments and offices in Quezon City Government, Local Government Units (LGUs), National Government Agencies (NGAs), Non-Government Organizations (NGOs) and stakeholders.**

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) utilizes its official email addresses and Facebook page as platforms for other departments and offices within the Quezon City Government, Local Government Units (LGUs), National Government Agencies (NGAs), Non-Government Organizations (NGOs), and stakeholders to submit documents, including but not limited to, letter requests, announcements, queries, and complaints addressed to the Department.

|   |   |   |                        |                           |
|---|---|---|------------------------|---------------------------|
| <b>Office or Division:</b>  | Public Affairs and Special Concerns Division (PASCD)  |   |                        |                           |
| <b>Classification:</b>  | Simple  |   |                        |                           |
| <b>Type of Transaction:</b>   | G2C - Government to Citizen<br>G2G - Government to Government<br>G2B – Government to Business   |   |                        |                           |
| <b>Who may avail:</b>   | All   |   |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b>                          |                        |                           |
| Document/s addressed to the Department  |   | Origin Department or office in Quezon City, LGU |                        |                           |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>                          | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| 1. Submit documents via email at DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph, or through the official Facebook page @DSQCofficialpage, addressed to the Department Head. | 1.1. Acknowledge receipt and record in the DSQC centralized communication and referral tracker. | None  | 5 minutes              | Public Affairs Officer    |
|   | 1.2. Print the document/s and forward them to the Administrative Affairs Section.               |   | 5 minutes              | Public Affairs Officer    |
|   | 1.3. Receive and forward the document/s to the Department Head for instruction/s.               |   | 5 minutes              | Administrative Clerk      |
|   | 1.4. Indicate instruction/s in the routing slip.  |   | 30 minutes             | Department Head           |
|   | 1.5. Forward to the concerned Division  |   | 5 minutes              | Administrative Clerk      |

|                                       |  |      |                                    |   |
|---------------------------------------|--|------|------------------------------------|---|
|                                       | <p>as indicated in the routing slip.</p> <p>1.6. Receive the document/s in the Division and refer to the Division Chief.</p> <p>1.7. Carry out the instruction/s as indicated in the routing slip.</p> |      | <p>5 minutes</p> <p>30 minutes</p> | <p>Assigned Staff</p> <p>Division Chief of the concerned division</p> |
| 2. Receive feedback from DSQC office. | 2. Coordinate the status or feedback to the client.  | None | 15 minutes                         | Assigned Staff  |
|                                       | TOTAL  | None | 1 hour and 40 Minutes              | As mentioned above  |

## 4.2. File a Complaint or Submit Query via QCitizen 122 Helpline

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) screens the QCitizen 122 Ticketing System for referred cases and addresses complaints or queries from QCitizens related to its services.

|  |  |                        |   |  |
|--|--|------------------------|---|--|
| <b>Office or Division:</b>   | Public Affairs and Special Concerns Division (PASCD)   |                        |   |  |
| <b>Classification:</b>   | Simple   |                        |   |  |
| <b>Type of Transaction:</b>  | G2C - Government to Citizen<br>G2G - Government to Government<br>G2B – Government to Business                                |                        |   |  |
| <b>Who may avail:</b>  | All  |                        |   |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b> |   |  |
| Phone call stating complaints or queries related to DSQC's services                      |  | N/A                    |   |  |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b>                  | <b>PERSON RESPONSIBLE</b>                |
| 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, acknowledging its receipt, and gather all necessary information. | None                   | 10 minutes                              | Public Affairs Officer                   |
|  | 1.2. Encode all information gathered to DSQC centralized communication and referral tracker.                                 |                        | 10 minutes                              | Public Affairs Officer                   |
|  | 1.3. Refer the case to the appropriate division using the DSQC online referral system.                                       |                        | 10 minutes                              | Public Affairs Officer                   |
| 2. Receive feedback from DSQC office.  | 2.1. Carry out appropriate action on complaints or queries.  | None                   | 4 hours; may vary depending on the case | Division Chief of the concerned division |
|  | 2.2. Send an update in online referral system.   |                        | 20 minutes                              | Assigned Staff                           |
|  | 2.3. Encode in the QC 122 system the update on complaints or queries of the client.  |                        | 5 minutes                               | Public Affairs Officer                   |
|  | TOTAL  | None                   | 4 hours and 55 minutes                  | As mentioned above                       |



### 4.3. File a Complaint or Submit Query via DSQC Call Center

Concerned citizens may call the DSQC's hotline at (02) 8988-4242 local 8311 to lodge complaints or inquiries regarding its services.

|   |   |                        |   |  |
|---|---|------------------------|---|--|
| <b>Office or Division:</b>  | Public Affairs and Special Concerns Division (PASCD)  |                        |   |  |
| <b>Classification:</b>  | Simple  |                        |   |  |
| <b>Type of Transaction:</b>   | G2C - Government to Citizen<br>G2G - Government to Government<br>G2B – Government to Business     |                        |   |  |
| <b>Who may avail:</b>   | All   |                        |   |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b> |   |  |
| Phone call stating complaints or queries related to DSQC's services   |   | N/A                    |   |  |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b>                  | <b>PERSON RESPONSIBLE</b>                  |
| 1. Call DSQC telephone number 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                   | 10 minutes                              | Public Affairs Officer                     |
|   | 1.2. Encode all information gathered to DSQC centralized communication and referral tracker.      |                        | 10 minutes                              | Public Affairs Officer                     |
|   | 1.3. Refer the case to the appropriate division through online communication and referral system. |                        | 10 minutes                              | Public Affairs Officer                     |
| 2. Receive feedback from DSQC office.   | 2.1. Concerned division shall carry out appropriate action on complaints or queries.              | None                   | 4 hours; may vary depending on the case | Division Chief of the appropriate Division |
|   | 2.2. Send an update in the online referral system.  |                        | 5 minutes                               | Public Affairs Officer                     |

|  |  |      |                        |                        |
|--|--|------|------------------------|------------------------|
|  | 2.3. Send an update on complaints or queries of the client's provided contact details. |      | 5 minutes              | Public Affairs Officer |
|  | TOTAL  | None | 4 hours and 40 minutes | As mentioned above     |

#### 4.4. QC Recyclables Trading Activity

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) aims to recover recyclable/ harvestable materials to divert waste from the landfill through QC Basuhero Recyclables Trading. QCitizen may request house-to-house collection of their recyclable materials and trade it to cash through the QC Basuhero's partner recycler.

|  |   |  |                 |                        |
|--|---|--|-----------------|------------------------|
| Office or Division:  | Public Affairs and Special Concerns Division (PASCD)  |  |                 |                        |
| Classification:  | Simple  |  |                 |                        |
| Type of Transaction:   | G2C - Government to Citizen<br>G2G - Government to Government<br>G2B – Government to Business   |  |                 |                        |
| Who may avail:   | All   |  |                 |                        |
| CHECKLIST OF REQUIREMENTS  |   | WHERE TO SECURE  |                 |                        |
| Letter requesting collection of recyclable materials   |   | Origin Department or office in Quezon City, LGU, NGA, NGO, or stakeholders |                 |                        |
| CLIENT STEPS   | AGENCY ACTIONS  | FEES TO BE PAID  | PROCESSING TIME | PERSON RESPONSIBLE     |
| 1. Submit letter requesting for QC Basuhero Recyclables Trading Activity via email at DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph, official Facebook page @DSQCofficialpage or at the Central Receiving of DSCQ Office. | 1.1. If received through email or Facebook, it shall be acknowledged and recorded in DSQC centralized communication and referral tracker. | None   | 5 Minutes       | Public Affairs Officer |
|  | If received at the Central Receiving of DSQC office, it shall be received and recorded in the DSQC document recording system.             |  | 5 Minutes       | Administrative Clerk   |
|  |   |  | 5 minutes       | Administrative Clerk   |
|  |   |  | 5 minutes       | Administrative Clerk   |
|  | 1.2. Forward to the Administrative Affairs Section.   |  |                 |                        |

|   |   |      |   |  |
|---|---|------|---|--|
|   | <p>1.3. Receive and forward the document/s to the Department head for instruction/s.</p> <p>1.4. Indicate instruction/s in the routing slip.</p> <p>1.5. Forward/ Route to PASCD as indicated in the routing slip.</p> <p>1.6. Receive the request letter in PASCD, forward it to the Division Chief of PASCD and carry out the instruction/s.</p> <p>1.7. Inspect the site including the recyclable/ harvestable materials to be collected and report to Division Chief of PASCD and the Department Head for approval to proceed to the collection and trading activity.</p> |      | <p>30 minutes</p> <p>5 minutes</p> <p>30 minutes</p> <p>3 hours</p> | <p>Department Head</p> <p>Administrative Clerk</p> <p>Public Affairs Officer</p> <p>Public Affairs Officer</p> |
| <p>2. Confirm preferred schedule and prepare the permits that maybe required in entering and exiting the premises of the requesting party or the point of collection.</p> | <p>2.1. Send available schedule of collection to the requesting party.</p> <p>2.2 Confirm the schedule of the collection.</p>   | None | 4 hours; may vary per location                                      | Public Affairs Officer   |

|  |   |      |   |                        |
|--|---|------|---|------------------------|
| 3. Assist the team during the collection and trading activity. | 3. Supervise the recyclable/ harvestable materials collection and the trading activity.           | None | 1 business day; may vary depending on the volume to be collected. | Public Affairs Officer |
| 4. Receive the certificate of participation.                   | 4. Record all the information and issue the certificate of participation to the requesting party. | None | 20 minutes  | Public Affairs Officer |
|  | TOTAL   | None | 1 day, 8 hours and 45 minutes                                     | As mentioned above     |

#### 4.5. Request for DSQC Training and Deputation Seminar

The Deputation of Sanitation Enforcement Agents (DSEAs) aims to continuously strengthen the enforcement capabilities of relevant City personnel in implementing the City's existing sanitation and environmental laws and ordinances.

|   |   |  |                        |                           |
|---|---|--|------------------------|---------------------------|
| <b>Office or Division:</b>  | Public Affairs and Special Concerns Division  |  |                        |                           |
| <b>Classification:</b>  | Simple  |  |                        |                           |
| <b>Type of Transaction:</b>   | G2G - Government to Government  |  |                        |                           |
| <b>Who may avail:</b>   | All relevant City Personnel   |  |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b>                               |                        |                           |
| Letter requesting for Deputation of Sanitation Enforcement Agent  |   | Origin Department or office in Quezon City, LGU, NGA |                        |                           |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>                               | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| 1. Submit letter requesting DSQC Training and Deputation Seminar via email at DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph. | 1.1. If received through email or Facebook, it shall be acknowledged and recorded in DSQC centralized communication and referral tracker. | None   | 5 minutes              | Public Affairs Officer    |
|   | If received at the Central Receiving of DSQC office, it shall be received and recorded in the DSQC document recording system.             |  | 5 minutes              | Administrative Clerk      |
|   | 1.2. Forward to the Administrative Affairs Section.   |  | 5 minutes              | Administrative Clerk      |
|   | 1.3. Receive and forward the document/s to the Department head for instruction/s.   |  | 5 minutes              | Administrative Clerk      |
|   | 1.4. Indicate instruction/s in  |  | 30 minutes             | Department Head           |

|   |  |      |   |   |
|---|--|------|---|---|
|   | <p>the routing slip.</p> <p>1.5. Forward/ Route to Public Affairs and Special Concerns Division (PASCD) as indicated in the routing slip.</p> <p>1.6. Receive the request letter in PASCD, forward it to the Division Chief of PASCD and carry out the instruction/s.</p> <p>1.7. Coordinate with the requesting party and confirm the schedule.</p> |      | <p>5 minutes</p> <p>30 minutes</p> <p>5 minutes</p> | <p>Administrative Clerk</p> <p>Public Affairs Officer</p> <p>Public Affairs Officer</p> |
| 2. Provide the list of names of the applicants to be deputized and other document/s that may be required. | <p>2.1. Email the list of names of the applicants to be deputized and other document/s that may be required.</p> <p>2.2 Check the completeness of the submitted requirements and inform the requesting party on the schedule of the training.</p>  | None | <p>30 minutes</p> <p>30 minutes</p>                 | <p>Public Affairs Officer</p> <p>Public Affairs Officer</p>                             |
| 3. Actively participate in the training and written examination.  | <p>3.1. Conduct the training.</p> <p>3.2. Facilitate the written exam.</p> <p>3.3. Check the written exam answers of the participants.</p>   | None | 1 business day                                      | Public Affairs Officer  |

|                                |  |      |                               |                        |
|--------------------------------|--|------|-------------------------------|------------------------|
| 4. Receive the Deputation Kit. | 4. Prepare and distribute the deputation kits to the qualified applicants. | None | 2 hours                       | Public Affairs Officer |
|                                | TOTAL  | None | 1 day, 4 hours and 30 minutes | As mentioned above     |



## **SPECIAL CONCERNS**

## **EXTERNAL SERVICES**

## 5. Special Waste Collection Request

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) provides collection service for hazardous waste such as, but not limited to, used cooking oil, busted fluorescent lights, spent household batteries, hazardous, and medical waste from institutions and barangays.

|   |  |                        |                        |                           |
|---|--|------------------------|------------------------|---------------------------|
| <b>Office or Division:</b>  | Public Affairs and Special Concerns Division (PASCD)   |                        |                        |                           |
| <b>Classification:</b>  | Simple   |                        |                        |                           |
| <b>Type of Transaction:</b>   | G2C - Government to Citizen<br>G2G - Government to Government  |                        |                        |                           |
| <b>Who may avail:</b>   | All  |                        |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b> |                        |                           |
| Request Letter for collection of special waste  |  | Barangay Official      |                        |                           |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| 1. Submit a letter requesting Special Waste Collection via email at DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph, official Facebook page @DSQCofficial page or at the Central Receiving of DSCQ Office. | 1.1. If received through email, the email shall be acknowledged and recorded in DSQC centralized communication and referral tracker. | None                   | 5 minutes              | Public Affairs Officer    |
|   | If received at the Central Receiving of DSQC office, it shall be received and recorded in the DSQC document recording system.        |                        | 5 minutes              | Administrative Clerk      |
|   | 1.2. Forward to the Administrative Affairs Section.  |                        | 5 minutes              | Administrative Clerk      |
|   | 1.3. Receive and forward the document/s to the Department head for instruction/s.  |                        | 5 minutes              | Administrative Clerk      |
|   | 1.4. Indicate instruction/s in the routing slip.   |                        | 30 minutes             | Department Head           |
|   | 1.5. Forward/Route   |                        | 5 minutes              | Administrative            |

|  |   |      |   |  |
|--|---|------|---|--|
|  | <p>to PASCD.</p> <p>1.6. Receive the request letter in PASCD, forward it to the Division Chief of PASCD and carry out the instruction/s.</p> <p>1.7. Inspect the site and the wastes to be collected and report to Division Chief of PASCD and the Department Head for approval of the deployment.</p> <p>1.8. Schedule the collection and send a notice of schedule of the collection to the requesting party.</p> <p>If not, notify the requesting party.</p> |      | <p>5 minutes</p> <p>1 business day</p> <p>5 minutes</p> | <p>Clerk</p> <p>Public Affairs Officer</p> <p>Division Chief of WMOD</p> <p>Public Affairs Officer</p> |
| 2. Follow the waste collection schedule. | 2. Deployment of waste collection vehicles.   | None | 4 hours; may vary per location                          | Public Affairs Officer   |
|  | TOTAL   | None | 1 day, 5 hours and 5 minutes                            | As mentioned above   |

| <b>FEEDBACK AND COMPLAINTS MECHANISM</b> |  |
|--|--|
| How to send feedback                     | Resident/s may submit their feedback, comments or suggestions to DSQC e-mail address:<br><b><u><a href="mailto:DSQC@quezoncity.gov.ph">DSQC@quezoncity.gov.ph</a></u></b> , Official Facebook Page <b>@DSQCofficialpage</b> , or at <b>DSQC office</b> )   |
| 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)<br><br>8988-4242 loc. 8311<br><b><u><a href="mailto:DSQC@quezoncity.gov.ph">DSQC@quezoncity.gov.ph</a></u></b>  |

| 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 (AAPMD)  |  | 8988-4242 loc. 8363 |
| Waste Management Operations Division (WMOPS)                     |  | 8988-4242 loc. 8350 |
| Permits and Compliance Division (PCD)                            |  | 8988-4242 loc. 8377 |
| Public Affairs and Special Concerns Division (PASCD)             |  | 8988-4242 loc. 8311 |