

3.3 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 Permits and Compliance Division (Permits and Compliance Division)
	1.2 Deployment of Compliance Officers to conduct an ocular inspection and thorough investigation in the area to identify 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