

## 1. GENERAL INQUIRIES, REQUESTS FOR MEETINGS AND ORIENTATIONS AND OTHER COMMUNICATIONS

<b>Office or Division:</b>	CLIMATE CHANGE AND ENVIRONMENTAL SUSTAINABILITY DEPARTMENT			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Physical receiving of Letter of Request, Communications: 2 copies, 1 for client, 1 for Department		Letters and Communications to be provided by the requesting party		
For emails, please send to: <a href="mailto:ClimateChange@quezoncity.gov.ph">ClimateChange@quezoncity.gov.ph</a>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For physical receiving at the Office:</b> <ol style="list-style-type: none"> <li>1. Client must Log in at the receiving area for contact details and will be checked for temperature.</li> <li>2. File requests at the Receiving Desk of the Department</li> </ol>	<ol style="list-style-type: none"> <li>1. Safety and Health Officer will check the temperature and take contact details of the client</li> <li>2. Receive the Document of the client and stamp receive the document and give feedback as to when they can follow-up</li> <li>3. Receiving Clerk to route document to the Office of the Head for instructions</li> <li>4. Office of the Head to give instructions to the concerned Division/Section</li> <li>5. Division/Section to coordinate with requesting party</li> </ol>	None	2 minutes  1 minute  2 minutes  10 minutes  1 day	Safety and Health Officer  Receiving Clerk  Receiving Clerk  Department Head/ Assistant Department Head  Division/Section Chief

<b>For requests/communications sent thru email:</b>  1. Client will send letter/communication thru email	1. Office of the Head will acknowledge email upon receipt and will give feedback as to when they can follow up		2 minutes	Receiving Clerk of the Office of the Head
	2. Receiving Clerk to route document to the Office of the Head for instructions		2 minutes	Receiving Clerk of the Office of the Head
	3. Office of the Head to give instructions to the concerned Division/Section		10 minutes	Department Head/ Assistant Department Head
	4. Division/Section to coordinate with requesting party		1 day	Division/Section Chief
<b>TOTAL</b>			<b>*1 day and 15 minutes</b>	

\*For simple transactions.

For complex transactions – not more than 7 days

For Highly technical – not more than 20 days

#### TYPES OF TRANSACTIONS

<b>SIMPLE</b>	All transactions that are not classified as complex and highly technical
<b>COMPLEX TRANSACTIONS</b>	Evaluation of proposals, comments on proposed bills, ordinances/resolutions, drafting of PPAs, Technical data and information and other similar documents.
<b>HIGHLY TECHNICAL</b>	Formulation of Plans, Conduct of Feasibility Studies and other similar undertakings