

2.2 Bulky Waste Collection

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

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

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