

2.5 Disaster-Relief and 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;

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| 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 support request via DSQC@quezoncity.gov.ph or wastemanagement.DSQC@quezoncity.gov.ph or at Central Receiving at the DSQC office All residents MUST request disaster-relief and support through barangay. | 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 |

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| | 1.2 If received through email, refer to Waste Management Operations Division through online referral system or | None | 3 to 5 minutes | Public Affairs Officer |
| | If received at the Central Receiving of DSQC office, forward to the | None | 3 to 5 minutes | Administrative Clerk |

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| | <p>office of the Head.</p> <p>Refer to the Waste Management Operations Division.</p> <p>Forward to the Waste Management Operations Division.</p> | <p>None</p> <p>None</p> | <p>3 to 5 minutes</p> <p>3 to 5 minutes</p> | <p>Department Head</p> <p>Administrative Clerk</p> |
| | 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 Schedule the request for validation /inspection | None | 10 to 15 minutes | Monitoring Officer |
| | 1.6 Inspect the affected area and disaster-related waste to be collected | None | 15 minutes | 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 |

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| 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 | 3 hours and 35 minutes | As mentioned above |