

CITIZEN CHARTER
Solid Waste Management Office (SWMO)

NAME OF SERVICE: Request for solid waste collection

Brief Description of the service

Citizens may request for solid waste collection within the vicinity of Pasig City.

Clients

Office or Division:	Solid Waste Management Office
Classification:	Simple to Complex
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Service request form (For Private Individuals)	Solid Waste Management Office
Copy of Business Permit with corresponding Official Receipt (For Business establishment)	Business Permit and Licensing Office (BPLO)
Request letter	To be provided by requesting party

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	1. Walk-in: Secure service request form. Call/Text: Contact the SWM office through the hotline (643-0000) or direct line (643-1111 local 480).	<ul style="list-style-type: none"> • For walk-in: Provide service request form. • For call/text requests: Take down request details on service request form. 	N/A	3 mins.	Officer of the day/ Clerk in-charge -Josephine Bantilan -Aiza delos Reyes -Melania San Marcos
2.	2. Walk-in: Accomplish and submit service request form. Call/Text: Receive information regarding schedule of inspection/ verification.	<ul style="list-style-type: none"> • Receive accomplished service request form. • Schedule for inspection/verification. • Inform client of the schedule. 	N/A	3 mins.	Officer of the day/ Clerk in-charge -Josephine Bantilan -Aiza delos Reyes -Melania San Marcos
		<ul style="list-style-type: none"> • Undertake inspection/verification • Schedule for collection 		3 mins.	Monitoring Officer

		<ul style="list-style-type: none"> - Inform client • Coordination with contractor 			-Francisco delos Reyes -Marvic Biag -Ferdinand Gaon -Petronilo Gaviola -Jannette San Diego - Marites Cruz -Jessica Matias -Erlinda Baroa
		Collect solid waste		Simple: Within 24 hours Complex: Within 48 hours	Solid Waste Collection Contractor Metrowaste Solid Waste Management Corporation
	3. Acknowledge service received (attest the monitoring officer's report by signing)	<ul style="list-style-type: none"> • Verify accomplishment of collection. • Accomplish Report Form. 	N/A	5 mins.	Monitoring Officer -Francisco delos Reyes -Marvic Biag -Ferdinand Gaon -Petronilo Gaviola -Jannette San Diego - Marites Cruz -Jessica Matias -Erlinda Baroa
TOTAL:			N/A (None)	Simple: 24 hours and 14 minutes Complex: 48 hours and 14 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	1. Pasig City Public Information Office Official Facebook Page http://www.pasigcity.gov.ph/ or Ugnayan sa Pasig
----------------------	--

	<p>2. Phone Call 8643-1111 loc. 480 (SWMO)/ 8643-0000 Pasig C3/ Pasig Katext No.: +63908-899-3333</p>
	<p>3. Email at: allen.SWMO@yahoo.com or pasigcityswmo@gmail.com</p>
	<p>4. Letter addressed to:</p> <p>ALLENDRI B. ANGELES SWMO/ Acting CENRO Department Head II SWMO/ CENRO 4th Floor, Pasig City Hall Caruncho Ave, San Nicolas Pasig City</p>
How feedback is processed	<p>1. Pasig City Public Information Office or Ugnayan sa Pasig will document feedback and forward to the Pasig City Solid Waste Management Office.</p>
	<p>2. Phone Call 8643-1111 local 480 or 530 /Command Center Hotline: 8643-0000 / Pasig Katext No.: +63908-899-3333 received from these contact numbers will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.</p>
	<p>3. Email received from allen.SWMO@yahoo.com will be documented by the clerk in charge and will be forwarded to concerned personnel or monitoring officer.</p>
	<p>4. Letter will be received by the Administration Division and forwarded to concerned Division / Section / Unit if applicable.</p>
How to file a complaint	<p>1. Pasig City Public Information Office Official Facebook Page http://www.pasigcity.gov.ph/ or Ugnayan sa Pasig</p>
	<p>2. Phone Call 8643-1111 loc. 480/ 8643-0000 Pasig C3/ Pasig Katext No.: +63908-899-3333</p>
	<p>3. Email at : allen.SWMO@yahoo.com</p>
	<p>4. Letter addressed to:</p> <p>ALLENDRI B. ANGELES SWMO/ Acting CENRO Department Head II SWMO/ CENRO 4th Floor, Pasig City Hall Caruncho Ave, San Nicolas Pasig City</p>
How complaints are processed	<p>1. Pasig City Public Information Office will document feedback and forward to the Pasig City Solid Waste Management Office.</p>
	<p>2. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333 received complaints or request from these contact numbers will be documented by Pasig C3 and will be forwarded to SWMO.</p>

	3. Email received from allen.SWMO@yahoo.com will be documented by the SWMO clerk in charge and will be forwarded to SWMO Administrative Division .
	4. Letter will be received by the Administration Division and forwarded to concerned monitoring officer or contractor in charge.
Contact Information	
Person in Charge:	ALLENDRI B. ANGELES
Contact No./s.	Phone Call 8643-1111 local 480 or 530
Email Address:	allen.SWMO@yahoo.com