

ANNEX A (English)

Name of Service: Request of Solid Waste Collection

Brief Description of the Service:

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

Clients

Office	Solid Waste Management Office (SWMO)
Classification	Simple to Complex
Type of Transaction	G2B: Government to Business Entity G2C: Government to Citizen G2G: Government to Government
Who may avail	All

Requirements	Where to Secure
1. Service request form (For private Individuals)	Solid Waste Management Office (SWMO)
2. Copy of Business Permit with corresponding Official Receipt (for business establishment)	Business Permit and Licensing Office (BPLO)
3. Request Letter	To be provided by requesting party

No	Taxpayer Steps	Office Actions	Fees	Processing Time	Responsible Person
1	<p>Walk-in: Secure service request form.</p> <p>Call/Text: Contact the SWM office through the hotline (643-0000) or direct line (643-1111 local 480).</p>	<ul style="list-style-type: none"> • <i>For walk-in:</i> Provide service request form. • <i>For call/text requests:</i> Take down request details on service request form. 	N/A	3 minutes	Officer of the day/Clerk in-charge
2	<p>Walk-in: Accomplish and submit service request form.</p> <p>Call/Text: Receive information regarding schedule of inspection/verification.</p>	<ul style="list-style-type: none"> • Receive accomplished service request form. • Schedule for inspection/verification. • Inform client of the schedule. 	N/A	3 minutes	Officer of the day/Clerk in-charge
		<ul style="list-style-type: none"> • Undertake inspection/verification • Schedule for collection - Inform client • Coordinator with contractor 	N/A	3 minutes	Monitoring Officer
		<ul style="list-style-type: none"> • Collect solid waste 	N/A	Simple: Within 24 hours Complex: Within 48 hours	Solid Waste Collection Contractor
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 minutes	Monitoring Officer

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
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	<p>2. Phone Call (8) 643-1111 local 530/1471 (SWMO)/ (8) 643-0000 Pasig C3/Pasig Katext No.: +63908-899-3333</p> <p>3. Email at: swmo@pasigcity.gov.ph</p> <p>4. Letter addressed to: ALLENDRI B. ANGELES SWMO/Acting CENRO City Government Department Head II SWMO/CENRO 4th Floor, Pasig City Hall, Caruncho Avenue., Brgy. San Nicolas, Pasig City</p>
How feedback is processed	<p>1. Pasig City Public Information Office or Ugnayan sa Pasig will documents feedback and forward to the Pasig City Solid Waste Management Office.</p> <p>2. Phone Call (8) 643-1111 local 530 or 1471/Command Center Hotline: (8) 643-0000/Pasig Katext.: +63908-889-3333 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 swmo@pasigcity.gov.ph 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 (8) 643-1111 local 530/1471 (SWMO)/ (8) 643-0000 Pasig C3/Pasig Katext No.: +63908-899-3333</p> <p>3. Email at: swmo@pasigcity.gov.ph</p> <p>4. Letter addressed to: ALLENDRI B. ANGELES SWMO/Acting CENRO City Government Department Head II SWMO/CENRO 4th Floor, Pasig City Hall, Caruncho Avenue., Brgy. San Nicolas, Pasig City</p>

