

**1. GARBAGE COLLECTION REQUEST**

<b>STEP</b>	<b>PROCEDURE</b>	<b>PERSON – IN - CHARGE</b>	<b>TIME DURATION</b>	<b>FORMS AND DOCUMENTS NEEDED</b>	<b>FEEES</b>
1	Client phones in or submits letter of request for garbage collection directly to ESC Office (requests coursed thru Mayor’s Office are endorsed to ESC)	ESC Office	1 day	Letter of Request	None
2	Once request is received by the ESC, reception records the request and relays it to the Department Head	ESC Staff	10 minutes	Logbook/ Filed	None
3.	The Department Head instructs the person – in – charge to proceed to the area indicated on the letter of requests to perform ocular inspection, taking into consideration the volume and type of garbage to be collected	Monitoring/SWMRT Division	30 minutes to 1 hour	None	None
4	Person – in – charge reports to the Department Head informing the results of the ocular site inspection of the area requested. If the area is found needing action, approval is recommended	Department Head	15 minutes	Photos and Ocular Inspection Report	None
5	Approved request is referred to Dispatching Division for scheduling and deployment of trucks	Dispatching Division	1 day	Logbook	None

**2. ESC CLEARANCE FOR JUNKSHOP, VULCANIZING SHOP, MOTOR SHOP, CAR WASH SHOP, TRANSPORT, LAUNDRY SHOP, PARLOR SHOP, FUNERAL SHOP ETC.**

<b>STEP</b>	<b>PROCEDURE</b>	<b>PERSON – IN - CHARGE</b>	<b>TIME DURATION</b>	<b>FORMS AND DOCUMENTS NEEDED</b>	<b>FEEES</b>
1	Client submits the necessary requirements and duplicate copy of the following: <ul style="list-style-type: none"> <li>- DTI/SEC Registration</li> <li>- Barangay Permit/Clearance</li> <li>- Homeowner's Association Clearance</li> <li>- Lease of Contract (if renting)</li> <li>- Old ESC Clearance (for renewal)</li> <li>- Accreditation if necessary</li> </ul>	SWMRTD Staff	15 minutes		None
2	SWMRTD Staff conducts site inspection.	SWMRTD Staff	2 days	Inspection Form	None
3	SWMRTD Staff endorses evaluation of inspection report; reviewed by Division Head	Division Head	30 minutes	None	None
4	Inspection report will be submitted to the Department Head for approval	Department Head	1 hour ( as per availability of Department Head)	None	None
5	Releasing of ESC Clearance	SWMRTD Staff	30 minutes	Encode	None

### 3. IMPLEMENTATION OF CITY ORDINANCE 10-109

STEP	PROCEDURE	PERSON – IN - CHARGE	TIME DURATION	FORMS AND DOCUMENTS NEEDED	FEES
1	Enforcement – Monitoring of all Business Establishment (Malls, Markets, Supermarkets, Convenience/Drug Store and the like) within Muntinlupa City	Deputized ESC Personnel	Daily	Log Book	None
2	Apprehended violators of City Ordinance 10-109 are issued an Environmental Violation Receipt (EVR)	Deputized ESC Personnel	1 hour	EVR Log Book	None
3	Apprehended violators are issued the Order of Payment from ESC-SWMRTD for payment of the penalty fine at the Treasurer’s Office	SWMRTD Staff	1 hour	EVR Order of Payment	1 <sup>st</sup> Offense-P500.00 2 <sup>nd</sup> Offense-P1000.00 3 <sup>rd</sup> Offense-P2500.00
4	Violators who commit 3 <sup>rd</sup> offense are endorsed to BPLO for appropriate action (closure order/cancellation of permit to operate)	SWMRTD Staff/BPLO	1 day	EVR	

#### 4. IMPLEMENTATION OF CITY ORDINANCE 06-092

STEP	PROCEDURE	PERSON – IN - CHARGE	TIME DURATION	FORMS AND DOCUMENTS NEEDED	FEEES
1	Enforcement – Deputized ESC Personnel monitor and apprehend violators of City Ordinance 06-092 within Muntinlupa City (Illegal Dumpers)	Deputized ESC Personnel	Daily	Logbook	None
2	Apprehended violators of City Ordinance 06-092 are issued an Environmental Violation Receipt (EVR)	Deputized ESC Personnel	1 hour	EVR Logbook	None
3	Vehicles of apprehended violators, wherein the illegally dumped materials/garbage are loaded, are turned over to PNP Station for impounding and investigation	SWMRTD Personnel	1 hour	EVR	None
4	Apprehended violators are issued Order of Payment from ESC-SWMRTD for payment of fine at the Treasurer’s Office	SWMRTD Personnel/BPLO	1 day	EVR Order of Payment	1 <sup>st</sup> Offense-P2000.00 2 <sup>nd</sup> Offense-P3000.00 3 <sup>rd</sup> Offense-P5000.00
5	Impounded vehicle is released after payment of penalty fine	PNP	1 day	Receipt of Payment	None

**5. TASK FORCE REQUESTS (Grass Cutting/Tree Cutting/Tree Trimming)**

<b>STEP</b>	<b>PROCEDURE</b>	<b>PERSON – IN - CHARGE</b>	<b>TIME DURATION</b>	<b>FORMS AND DOCUMENTS NEEDED</b>	<b>FEES</b>
1	Client submits request letter to ESC Office (with EPNRO Clearance)	ESC Staff	3 minutes	Request Letter	None
2	Once request is received by the ESC, reception records the request and relays it to the Department Head	ESC Staff	Immediate (5 minutes)	Logbook	None
3	Task Force Division performs inspection of the area indicated in the request letter	Task Force Division Head	1 day	Duplicate Copy of the Request Letter	None
4	Once approved by the Department Head, request is endorsed to Task Force Division for scheduling	Department Head	1 day	None	None
5	Task Force Team proceeds to the area for action implementation	Task Force Division	1-2 weeks	Logbook	None

## 6. CLEAN AND GREEN REQUEST (PLANTS)

STEP	PROCEDURE	PERSON – IN - CHARGE	TIME DURATION	FORMS AND DOCUMENTS NEEDED	FEES
1	Submit to the Department Head the Letter of Requests for; <ul style="list-style-type: none"> <li>- Plants</li> <li>- Tree Planting</li> <li>- Beautification/Trimming of Plants</li> </ul> (requests coursed thru Mayor’s Office are endorsed to ESC)	ESC Office	5 minutes	Request Letter	None
2	The Department Head refers and verifies the availability of the request to the Clean and Green Division	Department Head Clean and Green Division Head	1 day	None	None
3	Clean and Green Division does ocular inspection and/or availability of plants needed.	Clean and Green Division Staff	1 day	None	None
4	Clean and Green Division Staff proceeds to the area for action/implementation or will provide the requested plants if available	Clean and Green Division Staff	as the need arised	None	None

## 7. FEEDBACK, COMPLAINTS AND SUGGESTIONS

<b>STEP</b>	<b>PROCEDURE</b>	<b>PERSON – IN - CHARGE</b>	<b>TIME DURATION</b>	<b>FORMS AND DOCUMENTS NEEDED</b>	<b>FEES</b>
1	Client will submit complaints, suggestions and commendations to reception	Admin Staff	10 minutes	Letter of Complain, Feedback or Suggestion	None
2	Endorsement to the Department Head or respective Division Heads	Department Head Division Head	15 minutes	None	None
3	Feedback	Department Head or designated contact person	2 days	None	None