



**MUNICIPALITY OF TUBIGON**

**CITIZEN'S  
CHARTER**





**MUNICIPAL  
ECOLOGICAL SOLID  
WASTE MANAGEMENT  
OFFICE (ESWMO)  
ADMINISTRATIVE SERVICES**





## 1. AVAILING OF GARBAGE COLLECTION

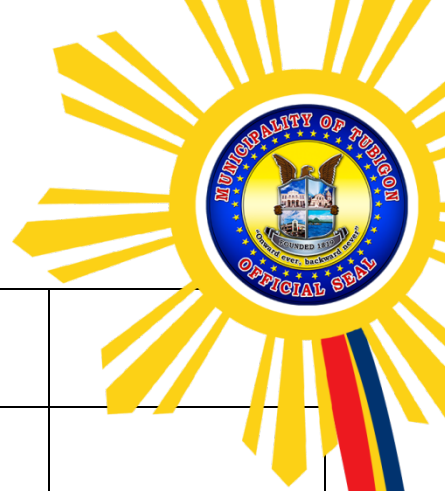
Garbage collection services of the LGU is available to all households and business establishments within the municipality.

<b>Office or Division:</b>	ECOLOGICAL SOLID WASTE MANAGEMENT OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C-Government to Public Transact G2B – Government to Business Entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Solid wastes must be segregated.		Not applicable		
Compliance of the requirements of the business permit (For businesses only).		Business Permit and Licensing Office		
<b>CLIENTS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
		None	6 days a week	Garbage Collectors

## 2. GARBAGE COLLECTION FEE FOR HOUSEHOLDS/BUSINESS ESTABLISHMENTS (PAYING CLIENT)

Any person can apply for garbage collection to be personally collected in their respective households for their biodegradable wastes.

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<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official receipt for the payment Garbage Collection Fee.		Municipal Treasurer's Office		
<b>CLIENTS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill-up request form	Interview the Applicant on the situation of their solid wastes on their household.	None	5 minutes	Ruth Pagas
	Applicant will be contacted for	None	5 minutes	Ruth Pagas



	the inspection date			
	LIT will recommend the approval of the application and the Applicant will be instructed to pay the Garbage Collection Fee at the Office of the Municipal Treasurer. If the application does not comply the requirements, the application will be disapproved.	Php. 100.00 per month	15 minutes	Local Implementing Team
Fill-out the Client Satisfaction Rating Form				
END OF TRANSACTION				

**NOTE:** The 25-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.



**3. REPORT/COMPLAINT RECEIVED BY THE MESWM OFFICE (THRU LIT PERSONNEL) AND RELATIVE TO VARIOUS ACTIVITIES PUNISHABLE UNDER ESWM MUNICIPAL ORDINANCES AND NATIONAL LAWS (WITH THE ASSISTANCE OF THE PNP – TUBIGON AND BARANGAY OFFICIALS).**

Any person has the right to report and complaint (thru verbal, mobile phone or social media) any violations of ESWM ordinances and national laws committed within the territorial jurisdiction of the municipality.

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<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C-Government to Public Transact G2B – Government to Business Entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Reports/Complaints (Any means of communications)				
<b>CLIENTS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Contact with the MESWM/MENRO Office (any means of communication above-mentioned)	Verify and investigate the report/complaint	None	To be scheduled (not more than three days)	Mr. Felix Libarios Mr. Romeo Geronimo, Jr.
	If report/complaint appears sufficient evidence, LIT personnel (and others) will take action on the said report/complaint	None	Schedule of action will depend on the availability of the government agencies concerned.	