

**Republic of the Philippines
Province of Surigao del Sur
CITY OF BISLIG**

**OFFICE OF THE CITY ADMINISTRATOR
Solid Waste Management Division**

LIST OF FRONTLINE SERVICES

1. REQUESTING SPECIAL SCHEDULE FOR COLLECTION OF GARBAGE (NOT IN REGULAR SCHEDULE)
2. ISSUING SOLID WASTE CERTIFICATION
3. REQUESTING CONDUCT OF INFORMATION AND EDUCATION CAMPAIGN
4. REQUESTING CONDUCT OF LIVELIHOOD SKILLS TRAINING ON RECYCLABLE WASTE MATERIALS
5. AVAILING ORGANIC FERTILIZERS, FINISHED PRODUCTS MADE FROM RESIDUAL WASTE AND RAW MATERIALS FOR CONSTRUCTION AGGREGATES

VISION STATEMENT

The City of Bislig will become a model in Caraga Region at least for sustainable Solid Waste Management with an environmentally responsive community that will aide in promoting the city as tourist destination for clean and green program which in turn will ensure health and environment protection in the year 2016

MISSION STATEMENT

Implementation and enforcement of environmental laws and ordinances through spiritually committed local government leaders in coordination with other stakeholders, achieve an economical but efficient sustainable Solid Waste Management Program in consonance with Republic Act 9003 and making the ultimate goal Zero Waste a Bisliganon's way of life.

PERFORMANCE PLEDGE

We, the personnel of the Solid Waste Management Division under the Office of the City Administrator of the City Government of Bislig, do hereby swear and commit ourselves to provide quality public service and abide the implementation of Republic Act No. 9003, otherwise known as the, Ecological Solid Waste Management Act of 2000.

CITIZEN'S CHARTER

**OFFICE OF THE CITY ADMINISTRATOR
Solid Waste Management Division**

TYPE OF FRONTLINE SERVICE : **REQUESTING SPECIAL SCHEDULE FOR COLLECTION OF GARBAGE (NOT IN REGULAR SCHEDULE)**

SCHEDULE OF AVAILABILITY OF SERVICE : MONDAY TO SUNDAY
8:00 AM TO 5:00 PM
NO LUNCH BREAK

WHO MAY AVAIL THE SERVICES? : ALL CONSTITUENTS OF BISLIG CITY

DURATION OF TRANSACTIONS : 1 HOUR AND 5 MINS
(EXCLUDING WAITING TIME)

WHAT ARE THE REQUIREMENTS : SEGREGATED WASTES

FEES : NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Requests schedule for garbage collection(date & time)	Logbook request and sets schedule	None	None	5 mins.	Nicomedes E. Deguiño Mechanical Shop Foreman Rudy A. Libong Admin. Aide VI Jose Diogracias S. Andal Sanitary Inspect IV Alfredo M. Piandong EMS I
2		Send the Garbage Truck with Garbage Collectors	None	None	WAITING TIME	Alfredo M. Piandong EMS I All Garbage Collectors
3		Collect the segregated wastes	None	None	1 Hour	Alfredo M. Piandong EMS I All Garbage Collectors
END OF TRANSACTION						

CITIZENS' CHARTER

OFFICE OF THE CITY ADMINISTRATOR

Solid Waste Management Division

TYPE OF FRONTLINE SERVICE : **ISSUING SOLID WASTE CERTIFICATION**
 SCHEDULE OF AVAILABILITY OF SERVICE : MONDAY TO FRIDAY
 8:00AM TO 5:00PM
 NO LUCH BREAK
 WHO MAY AVAIL THE SERVICES? : ALL CONSTITUENTS OF BISLIG CITY WHO
 ENGAGED IN BUSINESS
 DURATION OF TRANSACTIONS : 20 MINUTES
 WHAT ARE THE REQUIREMENTS :
 1. APPLICATION OF BUSINESS PERMIT
 2. RENEWAL OF BUSINESS PERMIT
 FEES : NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Presents application of business permit	Conducts orientation on Solid Waste Management Program	None	None	10 mins.	Nicomedes E. Deguiño Mechanical Shop Foreman Rudy A. Libong Admin. Aide VI Jose Diogracias S. Andal Sanitary Inspect IV Alfredo M. Piandong EMS I Juliet A. Garay JO Employee
2		Prepares certification	P 55.00	Certification Form	5 mins.	Nicomedes E. Deguiño Mechanical Shop Foreman Rudy A. Libong Admin. Aide VI Jose Diogracias S. Andal Sanitary Inspect IV Alfredo M. Piandong EMS I Juliet A. Garay JO Employees
3		Sign the papers	None	None	5 mins.	Nicomedes E. Deguiño Mechanical Shop Foreman Rudy A. Libong Admin. Aide VI Jose Diogracias S. Andal Sanitary Inspect IV Alfredo M. Piandong EMS I
END OF TRANSACTION						

CITIZEN'S CHARTER

**OFFICE OF THE CITY ADMINISTRATOR
Solid Waste Management Division**

TYPE OF FRONTLINE SERVICE : **REQUESTING CONDUCT OF INFORMATION AND EDUCATION CAMPAIGN**

SCHEDULE OF AVAILABILITY OF SERVICE : MONDAY TO SUNDAY
8:00AM TO 5:00PM

WHO MAY AVAIL THE SERVICES? : ALL CONSTITUENTS OF BISLIG CITY

DURATION OF ACTIVITIES : 4 HOURS, 5 MINUTES

WHAT ARE THE REQUIREMENTS? : LETTER REQUEST

FEE/S : NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Submits letter request	Logbook request and sets schedule	None	None	5 mins.	Nicomedes E. Deguiño Mechanical Shop Foreman Rudy A. Libong Admin. Aide VI Jose Diogracias S. Andal Sanitary Inspect IV
2		Conducts information and education campaign	None	None	4 Hours	Nicomedes E. Deguiño Mechanical Shop Foreman Rudy A. Libong Admin. Aide VI Jose Diogracias S. Andal Sanitary Inspect IV
END OF TRANSACTION						

CITIZEN'S CHARTER

**OFFICE OF THE CITY ADMINISTRATOR
Solid Waste Management Division**

TYPE OF FRONTLINE SERVICE : **REQUESTING CONDUCT OF LIVELIHOOD SKILLS TRAINING ON RECYCLABLE WASTE MATERIALS**

SCHEDULE OF AVAILABILITY OF SERVICE : MONDAY TO FRIDAY
8:00AM TO 5:00PM

WHO MAY AVAIL THE SERVICES? : PUBLIC AND NON - GOVERNMENTAL ORGANIZATIONS AND SCHOOLS

DURATION OF ACTIVITIES : 2 DAYS AND 5 MINUTES

WHAT ARE THE REQUIREMENTS? : LETTER REQUEST

FEES : NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Submits letter request	Logbook request and sets schedule	None	None	5 mins.	Nicomedes E. Deguiño Mechanical Shop Foreman Rudy A. Libong Admin. Aide VI Jose Diogracias S. Andal Sanitary Inspect IV
2		Conducts the skills training on recyclable wastes	None	None	2 days	Nicomedes E. Deguiño Mechanical Shop Foreman Rudy A. Libong Admin. Aide VI Jose Diogracias S. Andal Sanitary Inspect IV INVITED RESOURCE SPEAKER
END OF TRANSACTION						

CITIZEN'S CHARTER

**OFFICE OF THE CITY ADMINISTRATOR
Solid Waste Management Division**

TYPE OF FRONTLINE SERVICE	: AVAILING ORGANIC FERTILIZERS, FINISHED PRODUCTS MADE FROM RESIDUAL WASTE AND RAW MATERIALS FOR CONSTRUCTION AGGREGATES
SCHEDULE OF AVAILABILITY OF SERVICE	: MONDAY TO FRIDAY 8:00AM TO 5:00PM NO NOON BREAK
WHO MAY AVAIL THE SERVICES?	: INTERESTED INDIVIDUAL PERSON, PRIVATE OR PUBLIC ORGANIZATIONS AND COMMERCIAL INSTITUTIONS
DURATION OF ACTIVITIES	: 1 HOUR
WHAT ARE THE REQUIREMENTS?	: LETTER REQUEST
FEES	: NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Submits letter request	Logbook request and sets schedule	NONE	NONE	5 mins.	Nicomedes E. Deguiño Mechanical Shop Foreman Rudy A. Libong Admin. Aide VI Jose Diogracias S. Andal Sanitary Inspect IV
2		Provides and delivers organic fertilizers	NONE	NONE	WAITING TIME (depending on the availability of vehicle)	Nicomedes E. Deguiño Mechanical Shop Foreman Rudy A. Libong Admin. Aide VI Jose Diogracias S. Andal Sanitary Inspect IV JO Employees
END OF TRANSACTION						