

CITIZEN CHARTER

CLEAN AND GREEN OFFICE

1. REQUEST FOR CLEAN-UP, CLEARING OR FLUSHING OPERATION

A concerted effort to clean small and large areas of the City by organizing a massive Clean-up Task Force in accordance with the provision of City Ordinance No. 01 Series of 2018 otherwise known as the “Ecological Solid Waste Code of Pasig City”.

Clean and Green Office entrusted tasks is to maintain, monitor, evaluate and assess conditions of the City of Pasig streets, Parks, Strategic Areas and all government buildings façade which in result will inspire and encourage all communities and barangays to continuously contribute to the Clean and Green Citywide programs.

Office or Division:	CLEAN AND GREN OFFICE
Classification:	Simple to Complex
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Any requesting party such as; <ul style="list-style-type: none"> ● Individuals ● Group ● Barangay ● Home Owners Association ● Business Establishments <p>May submit their written request thru any of the offices participating in the Clean-Up Operation or call the Clean and Green Hotline 628-0551 or the Pasig City Hotline 643-0000.</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Information on the area/s of concern</p> <ul style="list-style-type: none"> ● Exact address/location ● Description/type ● Nearest Landmark ● Estimated Length of affected area ● Contact information ● Photos for reference if <p>2. Accomplishment Details</p> <ul style="list-style-type: none"> ● Date of Accomplishment ● Photos Before, During and After 	<p>To be provided by the concerned parties</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE
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			BE PAID		
1	<p>The requesting individual or group may</p> <ul style="list-style-type: none"> • call, text and email • Or visit us at Clean and Green Office 4th flr, Pasig City Hall Cauncho Avenue, Brgy. San Nicolas, Pasig City 	<p>Check the area/s of concern by contacting the monitoring personnel and supervisor assigned in the area.</p>	NONE	5-10 MINS	Admin Staff VHON RYAN SANTOS
		<p>*Clean and Green monitoring will conduct a same day ocular inspection on the area/s of concern and will provide a marker for recommendation on the scope of work needed</p> <ul style="list-style-type: none"> • Manpower • Equipments • Estimated length of operation required 	NONE	5-10 MINS	Admin Staff VHON RYAN SANTOS
		TASK FORCE CLEAN-UP OPERATION	NONE	6-8 HOURS	
		CLEARING OPERATION	NONE	24-48 HOURS	SPECIAL OPERATION/ SWEEPERS/WATER TANKER
		FLUSHING	NONE	6-8 HOURS	-HILARIO TOLENTINO -MARLON PAGTAKHAN - RENATO OBIBE
2	<p>Follow up within 24- 48 hours thru cleanandgreen17@yahoo.com/ cleanandgreenofficial@gmail.com or Call the Clean and Green Office Hotline at 628-0551</p>	<p>Provide updates on the request and may send photos during the operation</p> <p>Note: Results may vary on the complexity of the request.</p> <p>Clean and Green Admin will reach the requestor thru phone call once the operation has been completed and provide photos for reference.</p>	NONE	5-10 MINS	Admin Staff/ Monitoring/ Supervisor 1. Remuel Cuaresma 2. Juanito Pozon 3. Rodolfo Salandanan 4. Wilfredo De Nieva 5. Laurence Malate
TOTAL:				TASK FORCE CLEAN-UP OPERATION	8 HOURS
				CLEARING OPERATION	1-7 DAYS

	FLUSHING	8 HOURS
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Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Citizens may send feedback thru cleanandgreen17@yahoo.com/ cleanandgreenofficial@gmail.com or Call the Clean and Green Hotline at 628-0551 or visit us at Clean and Green Office 4 th flr, Pasig City Hall Cauncho avenue, Brgy. San Nicolas, Pasig City
How feedback is processed	Citizens will receive an acknowledgement reply via email or thru a phone call from the Clean and Green Admin within 24-48 hours upon receipt of the REQUEST. They will receive a call, text or an email once the request was already accomplished.
How to file a complaint	Citizens may send complaints thru cleanandgreen17@yahoo.com cleanandgreenofficial@gmail.com or Call the Clean and Green Hotline at 628-0551 or visit us at Clean and Green Office 4 th flr, Pasig City Hall Caruncho Avenue, Brgy. San Nicolas, Pasig City
How complaints are processed	Citizens will receive an acknowledgement reply via email or thru a phone call from the Clean and Green Admin within 24-48 hours upon receipt of the COMPLAINT. They will receive a call, text or an email once the complaint was being process or accomplished.
Contact Information	Contact us Name: MS. GILDA S. LAVILLA Phone: 628-0551 Email: cleanandgreenofficial@gmail.com/ cleanandgreen17@yahoo.com

Note: Person in-charge

Barangay Supervisor

Barangay	Name
Bagong Ilog	1. Evelyn Cancino 2. Jocelyn Mayor
Bagong Katipunan	Leoncio Asuncion
Bambang	Christopher Munsod
Buting	Rosella Felix
Caniogan	1. Ruth Miguel 2. Loida Enrique
Dela Paz	Edwin Pajarillo
Kalawaan	Cathy Manosa
Kapasigan	Mila Sabornido
Kapitolyo	Reynaldo Pedraverde
Malinao	Romeo Felipe
Manggahan	1. Oliva Gaspe

Maybunga	2. Glaiza Gaspe 3. Ma. Cecilia Gaspe
Napico	1. Rosalia Fajardo
Oranbo	2. Esperanza Tianez
Palatiw	Prudencia Ventocilla
Parian Creek	Rachelle Tala
Pasig City Hall	Fernando Martin
Pinagbuhatan	Roderick Estiller Edna Quintana
	1. Arlyn Bolante
	2. Rebecca Osal
	3. Salome Sual
Pineda	1. Dolores Quitariano
	2. Hector Martin Cajapin
Rosario	1. Robert Coronado
	2. Lucrecio Gonzales
	3. Concepcion Regis
Sagad	German Velasco
San Antonio	Hermina Lique
San Joaquin	1. Merlie Morelos
	2. Allen Cortes
San Jose	Ailyn Balingit
San Nicolas	Ronnie Puna
San Miguel	1. Albino Bernabe
	2. Elizalde Villena
Santolan	Benrico Cortejo
Sta. Cruz	Maria Minda Laplante
Sta. Lucia	Albert Albert II
Sta. Rosa	Dan Carlo Cruz
Sto. Tomas	1. Socorro Velasco
	2. Manny Noay
Sumilang	Maria Theres Rosales
Ugong	Dante Vinluan
Twin Bldg.	Rhelly Santos
Ugong IPI	Archie Nasol

CA's Notes:

Please add C3 to the feedback mechanism. Also Facebook Page of PIO.