



**ENVIRONMENTAL SANITATION AND
MANAGEMENT OFFICE
OLONGAPO CITY**

**CITIZEN'S CHARTER
2023 (3rd Edition)**



**Environmental Sanitation and Management
Office
External Services**



1. Issuance of Garbage Clearance

Any person or duly authorized representative, who shall establish, operate or conduct any business, trade, occupational and other establishment within the City of Olongapo can avail of this service

Office or Division:	Environmental Sanitation and Management Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	.All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Business Permit Application Form with one (1) photocopy			Business Processing and Licensing Office (BPLO)	
2. Current Electric Bill			OEDC Billing	
3. Previous Garbage Bill Official Receipt (for Renewal Clients)			ESMO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit business application form.	1.1. Evaluate the form with the requirement.	None	3 minutes	<i>BPLO Representative</i> BPLO Office
	For Renewal: 1.1.a. Verify records of payments.		5 minutes	
	1.2.b. Issue order of payment if there are accounts receivable.		5 minutes	<i>BPLO Representative</i> BPLO Office
	1. 2. Prepare Inspection Notice Report and set inspection date.		30 minutes	<i>Field Inspectors</i>
	1. 3. Conduct on sight inspection on business			



	area.			Joint Inspection Team (BPL, ESMO, CHO, BFP, CEO)
2. Pay Garbage fee at the City Treasurer Office	2.1. Issue official receipt	Min. P65 to Max. P850 depending on business type as stated in City Ordinance No. 09 Series of 2008.	2 minutes	Treasury Personnel City Treasurer Office
3. Submit the official receipt.	3.1. Post and update computer records		5 minutes	Posting Clerk ESMO
	3.2. Approve ESMO Clearance		3 minutes	Dept. Head/ Asst. Dept. Head Head ESMO
4. Receive ESMO Clearance & sign received log book.	Release of ESMO Clearance		3 minutes	Posting Clerk ESMO
	TOTAL	P65.00 to P850 depending on business type	56 min	



2. Request for Special Collection of Bulky/ Special Waste

Special waste including wastes from residential and commercial sources that comprise of bulky wastes, white goods, and yard wastes. These wastes are handled separately from other residential and commercial wastes.

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Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Payment Receipt			City Treasurer Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make request for special collection.	1. Conduct on sight inspection on area to determine nature of special wastes.		30 minutes	<i>Field Inspectors</i> ESMO
2. Pay Garbage fee at the City Treasurer's Office.	2.1. Issue official receipt	a. for every cu.m. or less- P 210.00 b. for more than 2 cu. M to 8 cu. M. - P 560.00	5 minutes	<i>Treasury Personnel</i> City Treasurer Office
3. Submit Official Receipt to ESMO Office	3.1. Log payment- issue authorization to dump garbage at the Landfill Area if with personal dump truck. 3.2. Schedule waste pickup for private individuals without		5 minutes depending on dump truck	<i>Operation Staff</i> ESMO



	dump trucks.		availability	
	TOTAL	Depending on availed service	40 minutes, depending on dump truck availability	

