



Filing Complaint Assistance

ABOUT THE SERVICE

Filing complaint assistance is a service provided by the City Solid Waste Management Office to SWMO, Motorpool, Special Concerns, and Sanitary Landfill Personnel, as well as their family and relatives, and other concerned citizens, who require/ seek assistance in relation to violations of the Magna Carta of Women under RA-9710, and the VAWC Act under RA-9262, also known as Anti-Violence Against Women and Their Children, as well as the Safe Spaces Act or Bawal Bastos Law (RA-11313), involving or affecting the SWMO, Motorpool, SCO, SLF employees, and any other concerned individuals.

Type of Services

Complaints, case or issues pertaining to the following:

- Erring Personnel, Personnel, and their Family
- Bawal Bastos Law involving or affecting employees
- Violations Against Women and Their Children
- Magna Carta of Women

Department / Office:		SOLID WASTE MANAGEMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter of request specifying the service needed 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Complaint Form.	2. The personnel in-charge receives, files, and submits the complaint form to the Head of Office.		3 minutes	MAE Z. HERMINA Designate Receiving / Records Clerk Staff (Job Order)
	3. The Head of Office evaluates the complaint form and endorses to the In-Charge of the Assistance Complaint Desk.		3 minutes	ENGR. JOEL P. MARTIN CGDH I SWM Officer I
	4. The In-charge of the Assistance Complaint Desk takes action by issuing a memorandum to the complaint person, and if needed, schedules a meeting with the complainant and the involved person/s.		5 minutes	EDGAR P. SANORJO Administrative Officer V MARICRIS A. PEREZ Administrative Staff (Casual)
	5. Issuance of Notice.		5 minutes	EDGAR P.



	The In-charge of the Assistance Complaint Desk assigns its member secretary to prepare notice to the complainant and the involved personnel for their attendance to the scheduled meeting.			SANORJO Administrative Officer V MARICRIS A. PEREZ Administrative Staff (Casual) MARNEL J. BASILAN Messenger
6. Appearance to the meeting.	7. Meeting/ Counseling. The In-charge of the Assistance Complaints Desk together with his/her appointed members facilitate the meeting between the complainant and the complaint/ involved persons for necessary actions or possible settlement.		2 hours	EDGAR P. SANORJO Administrative Officer V COLETA C. BEQUILLO Administrative Assistant MARICRIS A. PEREZ Administrative Staff (Casual) ANNABEL C. PERAN Administrative Staff (Casual) SHIELA RACADAG Administrative Staff
	8. Submission of Report. A report of the meeting or any recommendation from the Complaint Desk Officer and members will be submitted to the Head of Office for his information, suggestion, recommendation, and final action.		1 day	ENGR. JOEL P. MARTIN CGDH I SWM Officer I
	9. The In-Charge furnishes a copy of the report on the final action made by the office to the complainant.		1 day	EDGAR P. SANORJO Administrative Officer V MAE Z. HERMINA Designate



				Receiving / Records Clerk Staff (Job Order)
				MARNEL J. BASILAN Messenger
		TOTAL	P	2 days and 130 minutes

SOLID WASTE MANAGEMENT OFFICE

Naga City Motorpool Compound, Roxas Ave., Zone 6, Concepcion Pequeña, Naga City

For more information, please contact:

Engr. Joel P. Martin, City Government Department Head I / SWM Officer I

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