

**SERVICE STANDARD OF THE
ENVIRONMENT AND SANITATION SERVICES DIVISION**
City Government of Paranaque

Schedule of Availability of Service:

Monday - Friday EXCEPT Holidays
8:00 AM - 5:00 PM (No Noon Break)

FRONTLINE SERVICES OFFERED

- 1 COMPLAINTS ON CASES RELATED TO ENVIRONMENT AND SANITATION

Prepared by:

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OIC-City Health Office

Approved by:

Hon. Edwin L. Olivarez
City Mayor II

SERVICE OFFERED:**COMPLAINTS ON CASES RELATED TO ENVIRONMENT AND SANITATION****WHO MAY AVAIL OF THE SERVICE:**

Any person, party, organization or company with complaint on the service, staff or product of any establishment within the City of Paranaque

WHAT ARE THE REQUIREMENTS:

Written complaint

DURATION:

Within 5-10 workings days from time of Filing of Complaint

How to Avail of the Service:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN CHARGE	FEES	FORM
1. Filing of Written Complaint	Proceed to file written complaint at the City Health Office	1). Review of Complaint by the Health Officer 2). Notifies concerned division (ESSD) to do proper action	1 day	Health Officer		Written Complaint
2	Wait for proper notification of Result of Investigation					
3. Start Investigation		1). Visit the site / person of complaint 2). Conduct gathering of un-biased information pertinent to filed complaint 3). Make recommendations based on the rules of Sanitation Code of the City 4). Submit report with recommendations to City Health Officer	5-7 working days	Assigned Sanitation Inspector and Dr. Francisco R. Gozos II, Head of ESSD		Mission Order, Report with recommendations
4. Mediation Proceeding	Receives notification from staff of ESSD	1). Schedule or invite both parties to a Mediation or meeting to be held at the ESSD Office 2). Inform Health Office of date and result of proceeding.	Within 10 days from date of filling of complaint	Senior Sanitary Inspector/s, and Dr. Francisco R. Gozos II, Head of ESSD		Written Report on mediation proceeding
END OF TRANSACTION						