

**DEPARTMENT OF PUBLIC SERVICES  
(DPS)  
Bacolod City**

The Department of Public Services (DPS) serves as the focal point in the implementation of the city's street cleaning services and solid waste management program. It has three (3) divisions: Solid Waste Management Division, Street Cleaning Division and Administrative Division. It has One Hundred Twenty (120) Permanent personnel and Three Hundred Sixteen (316) Job Order Casual.

**Location:** 3<sup>rd</sup> Floor Bacolod City Government Center, Barangay Villamonte, Bacolod City

**Phone number:** (034) 433-3532 / 433-9425

**I. SOLID WASTE MANAGEMENT SERVICE**

**ABOUT THE SERVICE:** Services include garbage collection, hauling and disposal and landfill management. These are being done by a private contractor under the supervision and monitoring of the Department of Public Services.

<b>HOW TO AVAIL OF THE SERVICE:</b>		
<b>STEPS</b>	<b>Time Frame</b>	<b>Person/s In Charge</b>
1. Call or visit DPS office to inquire or complaints about garbage collection service	5 minutes	<b>Ana Grace Emmanuel Aira Halili</b>
2. Attending Staff will record client's request/complaint and get clients' information such as name, address, and contact numbers, if any for follow-ups.	5 minutes	<b>Ana Grace Emmanuel Aira Halili (Complain Desk Staff)</b>
3. Inform or refer to private contractor the request or complaints and get feedback ASAP.	5 minutes	<b>Ramel M. Palalon Ana Grace Emmanuel Aira Halili (Complain Desk Staff) All admin staff shall assist</b>

**II. STREET CLEANING SERVICES**

**ABOUT THE SERVICE:** Provides an effective and efficient refuse management and ensure maintenance of cleanliness and sanitation of main city streets.

<b>HOW TO AVAIL OF THE SERVICE:</b>		
<b>STEPS</b>	<b>Time Frame</b>	<b>Person/s In Charge</b>
1. Call or visit DPS office to inquire or complaints about garbage collection service	5 minutes	<b>Ruel Garaygay Edwin Amago Street Cleaning Inspectors All admin staff shall assist</b>
2. Attending Staff will record client's request/complaint and get clients' information such as name, address, and contact numbers, if any for follow-ups.	5 minutes	<b>Ana Grace Emmanuel Aira Halili (Complain Desk Staff)</b>
3. Inform or refer to Public Service Foreman the request or complaints and get feedback ASAP.	5 minutes	<b>Ruel Garaygay Edwin Amago Street Cleaning Inspectors All admin staff shall assist</b>

### **III. SWM – INFORMATION, EDUCATION CAMPAIGN**

**ABOUT THE SERVICE:** Assist in the implementation and monitoring of solid waste management through the conduct of seminars and orientations of 16 Barangays

<b>HOW TO AVAIL OF THE SERVICE:</b>		
<b>STEPS</b>	<b>Time Frame</b>	<b>Person/s In Charge</b>
1. Call or visit DPS office to inquire about the service	5 minutes	<b>DPS-IEC Staff Ramel Palalon Georgie Arqueo Ma. Cristina Sta. Ana Lady Agbones Rogelita Buerom Merly Leyes</b>
2. Attending Staff will record client's request/complaint and get client's information such as name, address, and contact numbers, if any for follow-ups.	5 minutes	<b>DPS-IEC Staff Georgie Arqueo</b>

3. Inform or refer request to IEC team leader and call clients to confirm request and schedule.	5 minutes	<b>Ramel M. Palalon</b> <b>DPS-IEC Staff</b>
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