



**CITY ENVIRONMENT AND  
NATURAL RESOURCES OFFICE**



## EXTERNAL SERVICES

### 1. Attend complaints on waste collection.

Service Description: Response on the uncollected waste.

<b>Office or Division:</b>	<b>City Environment and Natural Resources Office</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Complaints received thru a. Text, call and message CENRO hotline number. b. Social media account on facebook		Citizen concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Text or call, message or post in the social media account of the complaint  2. Complainant comes to our office.	1. Receives complaint	None	10 minutes	<i>Administrative Staff</i>
	2. Records the complaint	None	1 minute	
	3. Endorses the complaint to the OIC- CENRO	None	3 minutes	<i>Administrative Staff</i>
	4. OIC-CENRO endorses the complaint to the foreman for immediate action.	None	2 minutes	<i>City Environment and Natural Resources Officer</i>
	5. Foreman receives complaints or request through call from OIC-CENRO and assigns truck drivers and collectors to act on the complaint and request.	None	2 minutes	<i>Foreman</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6. Immediate actions undertaken	None	20-30 minutes	<i>Assigned truck drivers and collectors</i>



## 2. Attend to complaints on the violation of Environmental Laws

Service Description: Action to complaints on Environmental laws (PD 856, RA 9211, RA 8749 etc.)

<b>Office or Division:</b>	<b>City Environment and Natural Resources Office</b>			
<b>Classification:</b>	Complex			
<b>Type of</b>	G2B – Government to Business			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Receives complaints a. Endorsement from the City Mayor's		Business concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of complaint to the	1. Receives letter of complaint or	None	5 minutes	<i>Administrative Staff</i>
	2. Endorses letter compliant to OIC-	None	2 minutes	<i>Administrative Staff</i>
	3. OIC-CENRO endorses the complaint for immediate action.	None	2 minutes	<i>City Environment and Natural Resources Officer</i>
	4. Conduct Initial Inspection	None	5 minutes	<i>Chief, Waste Management</i>
	5. Recommend actions to be done	None	3 minutes	
	6. Conduct Final Inspection	None	5 minutes	



### 3. Issuance of Compliance Certificate

Service Description: Processing of applicants for business permit as a requirement to have ... and poster of “Tapat ko, Linis ko”

<b>Office or Division:</b>	<b>City Environment and Natural Resources Office</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B– Government to Business			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Renewal and New Business Application		Business Concern		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present renewal and new business application form.	1. Receives application and requirements.	None	3 minutes	<i>Administrative Staff</i>
	2. Evaluate the documents.	None	2 minutes	<i>Administrative Staff</i>
	3. Issue compliance certificate	None	1 minute	<i>Administrative Staff</i>
	4. Conduct inspection of business establishments on the provisions of four (4) label trash bins.	None	3 minutes	<i>Administrative Staff</i>



#### 4. Apprehension of violators

Service Description: Redemption of Confiscation IDs

<b>Office or Division:</b>	<b>City Environment and Natural Resources Office</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Issued charge sheet		Citizen Concern		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present charge sheet issued by our SWM Enforcer.	1. Advise the violator to pay the corresponding fee indicated in the charge sheet.	Pay at the CTO	2 minutes	<i>Administrative Staff</i>
2. Payment of Penalty				<i>City Treasurer's Office</i>
3. Present O.R. representing Payment of Penalty	1. Release the confiscated Identification card of the violator	None	1 minute	<i>Administrative Staff</i>



## 5. Waste Disposal at the Sanitary Landfill

Service Description: Inspection of allowed waste to be dump at sanitary landfill

<b>Office or Division:</b>	<b>City Environment and Natural Resources Office</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Information data to be recorded.		Citizen Concern		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Actual presentation of garbage vehicle for inspection	1. Advice driver to log in on the following information needed.	None	2 minutes	<i>Administrative Staff</i>
i. Log in on the record book provided at the Admin. Building indicating the following 1. Time of arrival 2. Name of driver 3. Name of Establishment /School or Universities were the waste came from. 4. Type and volume of waste disposed	2. Assist the driver of the data needed prior to disposal.	None	3 minute	<i>Administrative Staff</i>
	3. Advice the driver where to dispose the waste according to the type of waste.	None	1 minute	<i>Administrative Staff</i>
	4. Driver disposes the waste to be assisted by the heavy equipment operators.	None	5 minutes	<i>Heavy Equipment Operators</i>