



MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE (MENRO)
Citizen's Charter

EXTERNAL SERVICES				
1. ATTENDING TO COMPLAINT AND PROVISIONS OF TECHNICAL ASSISTANCE				
Attending to complaint and provision of technical assistance is facilitated to client to address environmental concerns and issues.				
Office:	Municipal Environment and Natural Resources			
Classification:	Simple			
Type of Classification:	G2C – Government to Citizens			
Who may avail:	General Public			
Checklist of Requirements			Where to Secure	
Letter of Complaint (1 copy)			Client/Complainant	
Endorsement Letter from the Sangguniang Barangay (1 copy)			Office of the Sangguniang Barangay	
Client Steps	Agency Actions	Fees to be paid	Processing time	Person Responsible
1. Submit letter of complaint and endorsement from the Sangguniang Barangay	1. Receive the letter of complaint and endorsement and record to logbook	None	2 Minute	MENRO
	2. Interview the Client		5 Minutes	MENRO
2. Assist during the field/site inspection and investigation	2. Conduct ocular Inspection and Investigation 2.1. Respond to Complaint and make necessary action 2.2. Provide inspection report	None	30 Minutes	MENRO
	TOTAL	None	37 Minutes	

2. INFORMATION, EDUCATION, COMMUNICATION (IEC) CAMPAIGN ON SOLID WASTE MANAGEMENT PROGRAM				
This pertains to educating the public/general public on proper waste management; segregation of waste disposal and incentives granted.				
Office:	Municipal Environment and Natural Resources			
Classification:	Simple			
Type of Classification:	G2C – Government to Citizens G2B – Government to Barangay			
Who may avail:	General Public			
Checklist of Requirements			Where to Secure	
Request letter or coordination to Barangay Officials (1 copy)			Office of the Sangguniang Barangay; Institution/Establishment owner or representative	
Client Steps	Agency Actions	Fees to be paid	Processing time	Person Responsible
1. Submit the request letter from the Sangguniang Barangays, Establishments', owner/operator and head of institution to conduct IEC campaign	1. Receive the request and schedule the IEC campaign	None	5 Minutes	MENRO
2. Attending the IEC Campaign	2. IEC campaign (any of the following whichever is/are applicable): > Distribution IEC materials > Training – Workshop	None	3 Hours	MENRO
	TOTAL	None	3 Hours and 5 Minutes	

3. ISSUANCE OF ENDORSEMENT LETTER FOR THE TREE CUTTING				
Endorsement Letter is issued to a lot owner or requisitioning party to allow the cutting of trees.				
Office:	Municipal Environment and Natural Resources			
Classification:	Simple			
Type of Classification:	G2C – Government to Citizens G2B – Government to Business			



Who may avail:		Individuals, Institutions, Government Agencies, Business Owners			
Checklist of Requirements		Where to Secure			
1. Request letter from the lot owner or requisitioning party to cut trees. Included in the request letter are details such as: what kind of tree/s, number of tree/s, what and where it will be used, under title number of the lot, and purpose of cutting (1 copy)		Client			
2. Authorization Letter from the owner (if the requestor/requisitioning party is not the owner) (1copy)		Lot Owner			
3. Barangay Certification (1 Original)		Barangay Hall			
4. Photographs of trees requested for cutting with coordinates		Client			
5. Land title or any proof of ownership of the land where the trees are planted (1 copy)		Client			
6. Official Receipt (1 original)		Office of the Municipal Treasurer			
Client Steps	Agency Actions		Fees to be paid	Processing time	Person Responsible
1. Submit the requirements	1. Receive the complete requirements 1.1. Issue the payment order form		None	1 Minute	MENRO
2. Assist in field/site inspection	2. Conduct ocular, site and field inspection of the trees requested for cutting		None	15 Minutes	MENRO
3. Pay the required fee to the Office of the Municipal Treasurer	3. Receive payment and issue Official Receipt		PHP 50	1 Minute	Office of the Municipal Treasurer
4. Submit Official receipt.	4. Check official receipt and issue endorsement letter to CENRO-DENR		None	3 Minutes	MENRO
TOTAL			PHP 50	21 Minutes	

4. ISSUANCE OF ENVIRONMENTAL CLEARANCE FOR BUSINESS PERMIT APPLICATION				
Environmental Clearance is issued to business owners/applicants to ensure that environmental laws and existing municipal ordinances are complied.				
Office:	Municipal Environment and Natural Resources			
Classification:	Simple			
Type of Classification:	G2B – Government to Business			
Who may avail:	Business owners/operators			
Checklist of Requirements		Where to Secure		
1. Request Letter				
2. Business Permit Application Form (1 Original)		Office of the Municipal Treasurer		
3. Barangay Business Permit (1 original)		Barangay Hall		
4. If needed, Sanguniang Barangay Resolution (1 copy and/or Public Hearing)		Office of the Sanguniang Barangay		
5. Official Receipt (1 Original)		Office of the Municipal Treasurer		
Client Steps	Agency Actions	Fees to be paid	Processing time	Person Responsible
1. Submit request letter and Business Permit Application form	1. Receive request letter and Business Permit Application form	None	1 Minute	MENRO
	1.1. Interview client		5 Minutes	MENRO
	1.2. Discuss compliance to environmental laws and municipal ordinances		5 Minutes	MENRO
2. Pay Environmental Clearance Fee	2. Receive payment and issue Official Receipt	PHP 50	1 Minute	Office of the Municipal Treasurer
3. Present Official Receipt	3. Check Official Receipt and issue Environmental Clearance	None	1 Minute	MENRO
Total		PHP 50	14 Minutes	



5. TREE PLANTING ASSISTANCE AND PROVISIONS OF PLANTING MATERIALS				
The Municipal Environmental and Natural Resources Office provides assistance in conducting tree planting activities. Planting materials are provided to clients for use in the activity.				
Office:	Municipal Environment and Natural Resources			
Classification:	Simple			
Type of Classification:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government G2N – Government to Non-Government Organization			
Who may avail:	General Public			
Checklist of Requirements			Where to Secure	
Request Letter			Requisitioning individual, group, Institution	
Client Steps	Agency Actions	Fees to be paid	Processing time	Person Responsible
1. Submit the request letter (Please indicate if you will be requesting a Certificate of Participation.)	1. Receive the request letter 1.2. Interview the client 1.3. Assign tree planting site if the client has no proposed area	None	1 Minute 3 Minutes 1 Minute	MENRO MENRO MENRO
2. Pay for Certificate of Participation	2. Receive payment and issue Official Receipt	PHP 10/person	5 Minutes	Office of the Municipal Treasurer
3. Present Official Receipt and list of participants	3. Check official receipt and Prepare Certificate of Participation	None	1 Minute	MENRO
4. Pick-up of planting materials	4. Provide planting materials 4.1. Record the planting materials given in the receiving form	None	3 Minutes 2 Minutes	MENRO
5. Conduct tree planting	5. Orient client/s on the importance of the activity, proper handling of the planting materials of the trees planted 5.1. Supervision of the activity	None	5 Minutes 45 minutes	MENRO
6. Present Official Receipt and list of participants	6. Issue Certificate of Participation	None	3 Minutes	MENRO
	TOTAL	PHP 10/person	1 Hour and 9 Minutes	

7. CLEAN-UP DRIVE ACTIVITIES				
The Municipal Environmental and Natural Resources Office provides assistance in conducting clean-up drive activities. Few cleaning materials are provided to clients for use in the activity.				
Office:	Municipal Environment and Natural Resources			
Classification:	Simple			
Type of Classification:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government G2N – Government to Non-Government Organization			
Who may avail:	General Public			
Checklist of Requirements			Where to Secure	
Request Letter			Requisitioning individual, group, Institution	
Client Steps	Agency Actions	Fees to be paid	Processing time	Person Responsible
1. Submit the request letter (Please indicate if you will be requesting a Certificate of Participation.)	1. Receive the request letter 1.2. Interview the client 1.3. Assign clean-up site if the client has no proposed area	None	1 Minute 3 Minutes 1 Minute	MENRO MENRO MENRO
2. Pay for Certificate of Participation	2. Receive payment and issue Official Receipt	PHP 10/person	5 Minutes	Office of the Municipal Treasurer
3. Present Official Receipt and list of participants	3. Check official receipt and Prepare Certificate of Participation	None	1 Minute	MENRO



4. Provide clean-up materials	4. Provide few clean-up materials	None	3 Minutes	MENRO
5. Conduct clean-up activity	5. Orient client/s on the importance of the activity 5.1. Supervision of the activity	None	5 Minutes 45 minutes	MENRO
6. Present Official Receipt and list of participants	6. Issue Certificate of Participation	None	4 Minutes	MENRO
	TOTAL	None	1 Hour and 9 Minutes	

INTERNAL SERVICES

1. DISTRIBUTION OF ECO-BRICKS

The Municipal Environment and Natural Resources Office provide assistance to beneficiaries of **"Sahig Mo. Sagot Ko" Program**.

Office:	Municipal Environment and Natural Resources			
Classification:	Simple			
Type of Classification:	G2G – Government to Citizens			
Who may avail:	The General Public			
Checklist of Requirements		Where to Secure		
Request Letter		Beneficiary		
Client Steps	Agency Actions	Fees to be paid	Processing time	Person Responsible
1. Submit request letter	1. Receive the request letter 1.2 Check the availability of eco-bricks	None	1Minute 1Minute 2 Minute	MENRO MENRO MENRO
2. Pick-up eco-bricks	2. Provide eco-bricks and record in logged book	None	1 Minutes	MENRO
	TOTAL	None	5 Minutes	

2. PLASTIC PALIT SCHOOL SUPPLIES

The Municipal Environment and Natural Resources Office provides assistance to clients for the **"Plastic Palit School Supplies" Program**. School supplies are provided in exchange of the equivalent mass of plastic waste.

Office:	Municipal Environment and Natural Resources			
Classification:	Simple			
Type of Classification:	G2G – Government to Citizens			
Who may avail:	Elementary Students of Pagbilao, Quezon			
Checklist of Requirements		Where to Secure		
Plastic waste		Client		
Client Steps	Agency Actions	Fees to be paid	Processing time	Person Responsible
1. Submit plastic waste	1. Receive the plastic waste 1.2. Weigh the plastic 1.3. Provide the weight of plastic waste 1.4. Instruct the client to choose school supplies equivalent to their plastic waste	None	1Minute 1Minute 10 Minute 1 Minute	MENRO MENRO MENRO
2. Picked school supplies	2. Provide Client's chosen school supplies	None	5 Minutes	MENRO
	TOTAL	None	18 Minutes	
Item			Kg of plastics equivalent	
Notebook (80 leaves, 148mm x 200mm size)			1 kg/piece	
Marker, Fluorescent, 3 colors per set			2.5 kg/set	
Pad Paper, ruled			2 kg/piece	



PENCIL, Lead/Graphite, With Eraser, 12 pcs in a box	0.5 kg/piece
Ruler, 18", Plastic, 1 piece	0.75 kg/piece
Scissors, 6"	2 kg/piece
Black, 0.5mm, Gel Sign Pen,	1 kg/piece
Black, 0.5mm, Superfine Ballpoint Pen	0.75 kg/piece
Blue, 0.5mm, Superfine Ballpoint Pen	0.75 kg/piece
Red, 0.5mm, Superfine Ballpoint Pen	0.75 kg/piece
Correction tape, 5mmx10m,	1.5 kg/piece
Black, Dust-free, Smudge-free, Small	0.75 kg/piece
Safe and Non-Toxic, 8 colors per set	1.5 kg/piece
Crayons regular 24 colors	4 kg/piece
Sharpener 2 holes plastic	0.5 kg/piece

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