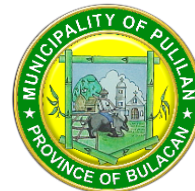


ENVIRONMENT AND NATURAL RESOURCES OFFICE

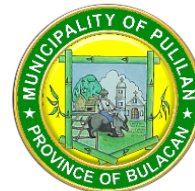
EXTERNAL SERVICE



A. ENVIRONMENTAL MANAGEMENT PERMIT - For Non-Critical Establishment Only

Issuance of Environmental Management Permit to assure that no businesses, establishments, companies or corporations will violate the rules and regulations in protecting the environment and natural resources

Office or Division:	MUN. ENVIRONMENT AND NATURAL RESOURCES OFFICE (MENRO)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Owner of businesses, establishments, companies or corporations etc.			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Assessment form with Receipt (Original Copy)		Municipal Treasurer's Office		
2. ECC/CNC (if applicable)		DENR-EMB		
3. Contract with private hauler of waste water and solid waste		Private Service Provider		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the assessment form and proof of payment and required documents.	1.1 Receive and record the assessment form and official receipt.	None	1 minute	EMS I Clerk III Clerk I Clerk (MENRO)
	1.2 Prepare permit	None	2 minutes	EMS I Clerk III Clerk I Clerk (MENRO)
	1.3 Review and sign the Environmental Management Permit.	None	3 minutes	MENR Officer (MENRO)
	1.4 Release permit	None	1 minutes	EMS I Clerk III Clerk I Clerk (MENRO)
	TOTAL:	None	7 minutes	



B. NO OBJECTION CERTIFICATE

Issuance of Certificate No Objection to cut and to trim trees, plants and other vegetation in both public and private lots within the Municipality of Pulilan to create awareness on existing forest policies and importance of trees and other vegetation.

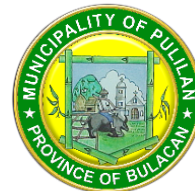
Office or Division:	MUN. ENVIRONMENT AND NATURAL RESOURCES OFFICE (MENRO)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Person with concern			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Client		
2. Picture of the Trees to be cut/trim		Client		
3. Land Title		Client		
4. Barangay Certificate of No Objection		Barangay Hall		
5. Chainsaw Registration		DENR/CENRO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the list of requirements	1.1 Receive and check the requirements	None	3 minutes	<i>MENR Officer EMS I Clerk III Clerk I Clerk (MENRO)</i>
	1.2 Assess the tree/s to be cut/trim and inform the client on the schedule of ocular inspection	None	5 minutes	
2. Participate in the ocular inspection of trees	2.1 Inspection of trees to be cut/trim	None	1 day	<i>MENR Officer EMS I Clerk I (MENRO)</i>
	2.2 Issue No Objection Certificate	None	3 minutes	<i>MENR Officer EMS I Clerk III Clerk I Clerk (MENRO)</i>
	TOTAL:	None	1 day and 12 minutes	



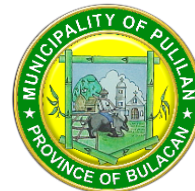
C. ACT ON CITIZEN'S COMPLAINT RELATIVE TO AIR, LAND, OR WATER POLLUTION

Addressing and adequately solving a complaint filed by a citizen pertaining to pollution of air, land, water or the resources that surround them.

Office or Division:		MUN. ENVIRONMENT AND NATURAL RESOURCES OFFICE (MENRO)		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Person with Concern		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Letter Complaint		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaint letter including pictures and supporting documents.	1.1 Receive and record the complaint.	None	2 minutes	<i>Clerk I</i> (MENRO)
	1.2 Review, evaluate and assess the complaint.		15 minutes	<i>Clerk</i> (MENRO)
	1.3 Schedule an investigation and inform client of the date and time of investigation.		3 minutes	<i>EMS I</i> <i>Clerk III</i> (MENRO)
	1.4 On-site inspection.		4 hours	<i>MENR Officer</i> (MENRO)
2. Receive the letter that contains recommendations to address the nuisance complained.	2.1 Draft and send letter to respondent containing recommendations to address the nuisance complained.	None	1 day	<i>MENR Officer</i> (MENRO)



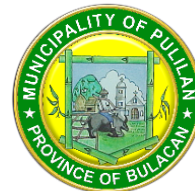
	<p>2.2 Monitor compliance of the respondent.</p> <p>2.3 Endorse the complaint together with the report to DENR. In the event when the issue is not settled and addressed.</p>			
	TOTAL:	None	1 day, 4 hours and 20 minutes	



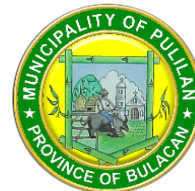
D. RESOLUTION OF COMPLAINTS AND ISSUES ON IMPROPER WASTE DISPOSAL, ODOR, NOISE AND OTHER TYPES OF NUISANCES.

Resolution of complaints and issues on improper waste disposal, odor, noise and other types of nuisances under the jurisdiction of the Municipality of Pulilan.

Office or Division:		MUN. ENVIRONMENT AND NATURAL RESOURCES OFFICE (MENRO)		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Person with concern		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Letter of Complaint		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File letter of complaint.	1.1 Receive the letter request.	None	2 minutes	<i>MENR Officer EMS I Clerk III Clerk I Clerk (MENRO)</i>
	1.2 Review, evaluate and assess the complaint and inform client of the schedule of the investigation	None	10 minutes	
	1.3 Conduct on-site verification and investigation in coordination with the concerned Barangay	None	1 day	
	1.4 Draft and send letter to respondent containing recommendations to address the nuisance complained.	None	30 minutes	<i>MENR Officer EMS I Clerk III Clerk I Clerk (MENRO)</i>



	1.5 Monitor compliance of the respondent	None	1 day	<i>MENR Officer EMS I Clerk III Clerk I Clerk (MENRO)</i>
	1.6 Draft and send letter to respondent. The letter contains recommendations to address the nuisance complained.	None	30 minutes	<i>MENR Officer (MENRO)</i>
	1.7 Endorse the complaint together with the report to DENR In the event when the issue is not settled.	None	1 hour	<i>MENR Officer (MENRO)</i>
	TOTAL:	None	2 days, 2 hours and 12 minutes	



E. REQUEST LETTER FOR TREE PLANTING

Approval and Evaluation of request for tree planting and seedlings intended for tree planting activities that will be conducted within public open spaces, riverbanks, and other suitable public spaces within the vicinity of the Municipality of Pulilan.

Office or Division:		MUN. ENVIRONMENT AND NATURAL RESOURCES OFFICE (MENRO)		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Person with concern		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request for seedlings	1.1 Receive the letter request. 1.2 Log the details of the requestor, venue of activity, number of seedlings requested, and the intended date for the tree planting activity.	None	5 minutes	EMS I Clerk I Clerk (MENRO)
	1.3 Update the requestor on the status of the seedlings.	None	1 day	EMS I Clerk I Clerk (MENRO)
2. Claim the requested seedlings.	2. Distribute the seedlings and document it.	None	5 minutes	EMS I Clerk I Clerk (MENRO)
	TOTAL:	None	1 day and 10 minutes	