



## Lapu-Lapu City Citizen's Charter

### Work Flow Chart

#### CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

### FRONTLINE SERVICES

#### A. SECURING PERMITS

##### 1. Fishing Permit Application

<b>Who can avail?</b>	-individual residents/ fisher folks/ fishing boat owners / Institutions of Lapu-Lapu City / other LGUs
<b>Requirements</b>	<ul style="list-style-type: none"> <li>a. Fill-up Application</li> <li>b. Certificate of Residency (Barangay Captain)</li> <li>c. Residence Certificate (Cedula)</li> <li>d. Name of Vessel</li> <li>e. CFVL No. or Certificate of Number</li> <li>f. Gross Tonnage</li> <li>g. Home Port</li> <li>h. No. of crew (Assisting vessel)</li> <li>i. Owner of Vessel</li> <li>j. Photo of the pump boat</li> </ul>
<b>Fees/Charges</b>	<ul style="list-style-type: none"> <li>a. For local fisherfolks (marginal/subsistence fishing) - Php 20.00 / year</li> <li>b. Fisherfolks from other LGUs' - Php 1,000 / year</li> <li>c. Leisure/ Sports fishing - Php 1,000 / year</li> <li>d. Research purposes - Php 50.00 / item</li> <li>e. Commercial fishing - Php / contract</li> </ul>
<b>Schedule of Service Availability</b>	Monday to Friday, 8:00 am to 5:00 pm
<b>Timeline</b>	Three (3) days upon submission of requirements.

Steps	Follow these steps		Duration of service	Assigned personnel
	Client	Personnel		
1	Submit application of fishing permit application	Interview of applicant	5 mins	Roy Genolos, Marilyn Inihao, Hedelisa Godinez
2	Fill-up the application form		5-10 mins	Roy Genolos, Marilyn Inihao, Hedelisa Godinez
3	Submit the other requirements	Evaluate the submitted requirements	5 mins	Roy Genolos



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4		If requirements have been complied, determine the amount of fees to be paid	10 mins / depends on the Treasurer	Roy Genolos, Marilyn Inihao, Hedelisa Godinez
5	Pay corresponding fees to the City Treasurer's Office and submit OR	Receive OR	10 mins	Roy Genolos, Marilyn Inihao, Hedelisa Godinez
6		Prepare Fishing Permit document	10-15 mins	Roy Genolos, Marilyn Inihao, Hedelisa Godinez
7		Forward to the City Administrator's Office for approval and signature	30 mins / Depends on the City Administrator's availability	Marilyn Inihao, Hedelisa Godinez
8	Affix signature on release document	Release of fishing permit with attached OR	5 mins	Roy Genolos, Marilyn Inihao, Hedelisa Godinez

**2. Boat Registration**

<b>Who can avail?</b>	-individual residents/ fishing boat owners of Lapu-Lapu City
<b>Requirements</b>	<ul style="list-style-type: none"> <li>a. Fill-up Application</li> <li>b. Certificate of Ownership (Barangay Captain)</li> <li>c. Measurement of pump boat (length, width, height)</li> <li>d. Stencil of Engine No. (2 pcs)</li> <li>e. Invoice receipt (engine) – for new application</li> <li>f. Photo of Vessel, size 5"x7" (2 pcs)</li> <li>g. Tonnage Calculation (Boat Inspector)</li> <li>h. Certificate of Residency (Barangay)</li> <li>i. Garbage Scoop (sapyaw)</li> <li>j. Garbage Can or Sack</li> </ul>
<b>Fees/Charges</b>	<ul style="list-style-type: none"> <li>a. 3GT and below but not less than 2GT - Php 250.00</li> <li>b. 2GT and below but not less than 1GT - Php 200.00</li> <li>c. 1GT and below - Php 150.00</li> </ul>
<b>Schedule of Service Availability</b>	Monday to Friday, 8:00 am to 5:00 pm
<b>Timeline</b>	Three (3) days upon submission of requirements.



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steps	Follow these steps		Duration of service	Assigned personnel
	Client	Personnel		
1	Submit form for boat registration application	Interview of applicant	5 mins	Roy Genolos, Marilyn Inihao, Hedelisa Godinez
2	Fill-up the application form		5-10 mins	Roy Genolos, Marilyn Inihao, Hedelisa Godinez
3	Submit the other requirements	Evaluate the submitted requirements	5 mins	Roy Genolos
4		If requirements have been complied, determine the amount of fees to be paid	10 mins	Roy Genolos
5	Pay corresponding fees to the City Treasurer's Office and submit OR	Receive OR	10 mins	Roy Genolos, Marilyn Inihao, Hedelisa Godinez
6		Prepare Boat Registration document	5-10 mins	Roy Genolos, Marilyn Inihao
7		Forward to the City Administrator's Office for approval and signature	30 mins / Depends on the City Administrator's availability	Marilyn Inihao, Hedelisa Godinez
8	Affix signature on release document	Release of Boat registration with attached OR	5 mins	Marilyn Inihao

**3. Permit to Operate**

<b>Who can avail?</b>	-individual residents/ fishing boat owners of Lapu-Lapu City
<b>Requirements</b>	<ul style="list-style-type: none"> <li>a. Fill-up Application</li> <li>b. Stencil of Engine No. (2 copies)</li> <li>c. Engine trademark/Make, horsepower, no. of cylinders and serial no.</li> <li>d. Copy of the Boat Registration with Certificate Number</li> <li>e. Other relevant information on the vessel and its Owner/Operator.</li> </ul>
<b>Fees/Charges</b>	<ul style="list-style-type: none"> <li>a. 3GT and below but not less than 2GT - Php 250.00</li> <li>b. 2GT and below but not less than 1GT - Php 200.00</li> <li>c. 1GT and below - Php 150.00</li> </ul>



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<b>Schedule of Service Availability</b>	Monday to Friday, 8:00 am to 5:00 pm
<b>Timeline</b>	Three (3) days upon submission of requirements.

Steps	Follow these steps		Duration of service	Assigned personnel
	Client	Personnel		
1	Submit form for fishing permit application	Interview of applicant	10 mins	Roy Genolos, Marilyn Inihao, Hedelisa Godinez
2	Fill-up the application form		10-15 mins	Roy Genolos, Marilyn Inihao, Hedelisa Godinez
3	Submit the other requirements	Evaluate the submitted requirements	10 mins	Roy Genolos
4		If requirements have been complied, determine the amount of fees to be paid	10 mins	Roy Genolos
5	Pay corresponding fees to the City Treasurer's Office and submit OR	Receive OR	10 mins	Roy Genolos, Marilyn Inihao, Hedelisa Godinez
6		Prepare Permit to Operate document	10-15 mins	Roy Genolos, Marilyn Inihao
7		Forward to the City Mayor's Office for approval	Depends on the Mayor's availability	Marilyn Inihao, Hedelisa Godinez
8	Affix signature on release document	Release Permit to Operate with attached OR	5 mins	Marilyn Inihao

**4. Hauling Permit Application (Common waste rocks/soil)**

<b>Who can avail?</b>	Contractor/Developer
<b>Requirements</b>	<ul style="list-style-type: none"> <li>a. Fill-up Application</li> <li>b. Site Development Permit</li> <li>c. Barangay Construction Clearance</li> <li>d. Zoning Certification (Destination) (commercial or residential)</li> <li>e. Business Permit of all Parties</li> <li>f. Affidavit of Undertaking (Hauler and Destination)</li> </ul>



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	g. Project Approved ECC h. Building Permit i. Certificate from DENR (Destination)(Alienable or Disposable) j. Inspection Report k. Photos of Inspection
<b>Fees/Charges</b>	(to be determined by Office of the City Mayor)
<b>Schedule of Service Availability</b>	Monday to Friday, 8:00 am to 5:00 pm
<b>Timeline</b>	Seven (7) days upon submission of requirements.

Steps	Follow these steps		Duration of service	Assigned personnel
	Client	Personnel		
1	Submit form for Hauling permit application	Interview of applicant	10 mins	Lauris Gecain
2	Fill-up the application form		10-15 mins	Lauris Gecain
3	Submit requirements with filled-up form	Evaluate the submitted requirements	10 mins	Lauris Gecain
4		Conduct of site inspection	2 hrs	Pascual Dente, Engelbert Amino
5		Preparation of Inspection Report	10 mins	Pascual Dente, Engelbert Amino
6		If requirements have been complied, forward Application to City Mayors' Office	10 mins	Lauris Gecain
7	Pay corresponding fees to the City Treasurer's Office and submit copy of OR	Determine the amount of fee to be paid	10 mins	Mayor's Personnel
6	Release of approved Mayor's Permit		10 mins	Mayor's Personnel

**5. Permit to Conduct Research**

<b>Who can avail?</b>	-students, professors, researchers -private and public entities
<b>Requirements</b>	Letter of request with details (i.e. title of research study, location, purpose of research study, duration of research study, species to be collected)
<b>Fees/Charges</b>	Research Fee – Php 50.00 per item
<b>Schedule of Service Availability</b>	Monday to Friday, 8:00 am to 5:00 pm



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**Timeline** Three (3) days upon submission of requirements.

Steps	Follow these steps		Duration of service	Assigned personnel
	Client	Personnel		
1	Submit the requirements	Receive letter request	5 mins	Hedelisa Godinez
2		Forward to OIC-CENRO		Hedelisa Godinez
3		Forward to the in-charge personnel	10 mins	Jocelyn Abayan
4		Interview the applicant, then evaluate the submitted requirements	10 mins	Roy Genolos
5		If requirements have been complied, determine the amount of fees to be paid	10 mins	Roy Genolos
6	Pay corresponding fees to the City Treasurer's Office and submit copy of OR	Receive OR and forward to the in-charge personnel	5 mins	Marilyn Inihao
7		Prepare Permit to Conduct Research document	10-15 mins	Roy Genolos
8		Forward to the City Administrator's Office for approval and signature	Depends on the City Administrator's availability	Marilyn Inihao
9		Retrieval of signed Research Permit	15 mins	Marilyn Inihao
10	Affix signature on release document	Release Permit to Conduct Research with attached OR	5 mins	Marilyn Inihao

**6. Issuance of Auxiliary Invoice**

<b>Who can avail?</b>	-shippers -private and public entities or anyone who ships any fish and fishery products
<b>Requirements</b>	none
<b>Fees/Charges</b>	Php 50.00 per box
<b>Schedule of Service Availability</b>	Monday to Friday, 8:00 am to 5:00 pm Saturday – Sunday, 5:00 am – 2:00 pm
<b>Timeline</b>	One (1) day upon submission of requirements.



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Steps	Follow these steps		Duration of service	Assigned personnel
	Client	Personnel		
1	Request for issuance of Auxiliary Invoice	Inspect client on the number of boxes/items	10-15 mins	Staff on duty
2		Determine the amount of fees to be paid	10-15 mins	Staff on duty
3	Pay corresponding fees to the assigned staff and receive original copy of OR	Issue OR and provide the original copy to the client	5-10 mins	Estrella Malingin
4		Prepare Auxiliary Invoice document	5-10 mins	Staff on duty
5		Release of Auxiliary Invoice	5-10 mins	Estrella Malingin
		Remittance of OR every Friday	1 hour	Estrella Malingin

**B. DOCUMENT ISSUANCE**

**1. Issuance of Tree Cutting and Trimming Endorsement Letter**

<b>Who can avail?</b>	-individual residents/ lot owners of Lapu-Lapu City -contractors/developers -establishments, corporations
<b>Requirements</b>	a. Letter request addressed to Ms. Jocelyn Abayan, the OIC-CENRO, stating the number and names of trees b. Letter request addressed to Atty. Romeo Bulotano, the DENR CENRO Cebu City, stating the number and names of trees c. Barangay Clearance and Certification of No Objection coming from the concerned Barangay d. Project Plan/As-built plan showing the structure to be built e. Photos showing the area with the trees subjected for cutting, contact details and sketch of the location f. Provision of five (5) seedlings per one cut tree
<b>Fees/Charges</b>	Php 50.00 for the Certification fee
<b>Schedule of Service Availability</b>	Monday to Friday, 8:00 am to 5:00 pm
<b>Timeline</b>	Seven (7) days upon submission of requirements.

Steps	Follow these steps		Duration of service	Assigned personnel
	Client	Personnel		
1	Submit requirements for tree cutting a. With full requirements b. Without full requirements	a. Provide instructions for inspection/validation b. Provide full list of requirements	a. 5 mins b. depends on the requestor when he/she will submit the full	Hedelisa Godinez



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		for inspection/ validation	requirements for inspection	
		Forward to OIC- CENRO for evaluation	10 mins	Hedelisa Godinez
		Forward to Administrative Officer for the preparation of Inspection Order	5 mins	Jocelyn Abayan
		Preparation of Inspection Order and forward to CENRO Inspectors	5 mins	Lauris Gecain
2	Communicate and guide the inspector on the location	Conduct Site inspection and validation the said tree cutting request	Two (2) hours	Pascual Dente, Engelbert Amin, Geraldo Sillar
		Submit inspection report to in-charge personnel with complete documents	10 mins	Pascual Dente, Engelbert Amin, Geraldo Sillar
		Preparation of Certification and Tree Cutting Endorsement	30 mins	Estela Montebon
3		Release of Certification and Tree Cutting Endorsement letter	5 mins	Hedelisa Godinez

**2. Issuance of Certification for Refund of Cash Bond (Tarpaulin)**

<b>Who can avail?</b>	-individual residents -public or private entities
<b>Requirements</b>	- Approved permit to advertise - photo of advertisement paraphernalia (i.e. tarpaulins, standees, posters, placards, banners, etc.)
<b>Fees/Charges</b>	Php 50.00 for Certification fee
<b>Schedule of Service</b>	Monday to Friday, 8:00 am to 5:00 pm
<b>Availability</b>	
<b>Timeline</b>	Three (3) days upon submission of requirements.



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Steps	Follow these steps		Duration of service	Assigned personnel
	Client	Personnel		
1	Submit the approved permit to advertise document with attached photos of advertisement paraphernalia	Receive document, and check the period of expiration of the permit and photos of advertisement paraphernalia	10 mins	Estela Montebon
2		Forward to CENRO Inspector for on-site verification	5 mins	Ms. Estela Montebon
		On-site verification	Two (2) hours	Pascual Dente / Engelbert Aoin
		Submit Inspection report to the in-charge personnel	10 mins	Pascual Dente / Engelbert Aoin
		Prepare Certification for Release of Advertisement Bond	30 mins	Estela Montebon
	Affix signature on receiving copy	Affix signature of OIC-CENRO on Certification	3 mins	Jocelyn Abayan
		Release of Certification of Advertisement Bond	10 mins	Estela Montebon

**3. Issuance of Mangrove Planting Permit and Certification**

<b>Who can avail?</b>	-public or private entities
<b>Requirements</b>	For Permit: Request letter to conduct mangrove planting indicating number of participants, number of propagules, proposed schedule and site, and contact details  For Certification: Submit proof of activity (i.e. photo-documentation during the activity, attendance)
<b>Fees/Charges</b>	Php 50.00 for permit fee
<b>Schedule of Service</b>	Monday to Friday, 8:00 am to 5:00 pm
<b>Availability</b>	
<b>Timeline</b>	Three (3) days upon submission of requirements.



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Steps	Follow These Steps		Duration Of Service	Assigned Personnel
	Client	Personnel		
1	Submit requirements	Receive documents and forward to the OIC CENRO	5 mins	Hedelisa Godinez
2		Evaluate and forward to in-charge personnel	10 mins	Jocelyn Abayan
3		Take action and communicate the requestor	10 mins	Marilyn Inihao
4	Pay certification fee to the City Treasurer's Office	Receive OR	5 mins	Marilyn Inihao
5		Prepare permit and certification, and forward to OIC CENRO for signature	30 mins	Marilyn Inihao
6	Affix signature on release document	Affix signature	3 mins	Jocelyn Abayan
7		Release of Mangrove Planting permit	5 mins	Marilyn Inihao
8	Conduct of Mangrove Planting	Assist the conduct of Mangrove Planting		Available personnel
9		Issuance of Mangrove Planting Certification	5 mins	Christian Casio

**C. GARBAGE COLLECTION**

**1. Garbage Collection**

<b>Who can avail?</b>	-Residents/Households along national Roads and city streets of Lapu-Lapu City
<b>Requirements</b>	a. Proper Segregation of Garbage at source
<b>Fees/Charges</b>	-None
<b>Schedule of Service Availability</b>	-Monday to Sunday, 6:00 pm to 12:00 am

Steps	Follow these steps		Duration of service	Assigned personnel/Office
	Client	Garbage Truck Personnel		
1	Garbage will be put in the designated area/holding station	Collection will start at their assigned routes:	standby 10 mins in the designated area	Garbage Collectors and Dispatchers



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		1 <sup>st</sup> shift: 6:00 PM 2am 2 <sup>nd</sup> shift: 2AM- 10AM Striker: 8AM-5 PM		
2		Garbage will be transported and stored to the MRF for further segregation	8 hrs	Melben Doble
		Garbage Trucks with garbage will be weighed using the computerized weighing scale in the Material Recovery Facility	20 mins	Melben Doble
		Empty Garbage Truck of the Barangay and City will be weighed using the computerized weighing scale in the Material Recovery Facility after disposal	20 mins	Melben Doble
3		After disposal, Garbage Truck will be washed and cleaned at the MRF in preparation for the next shift	1 hr	Melben Doble
4		Residual Waste will be transferred to the Sanitary Landfill through private haulers	12 hours	Private Haulers

**2. Private Hauler Garbage Collection**

<b>Who can avail?</b>	- Lapu-Lapu City Government
<b>Requirements</b>	a. Residual Waste Only
<b>Fees/Charges</b>	- P1,700.00/ton
<b>Schedule of Service Availability</b>	-Monday to Sunday, 6:00 AM to 6:00 PM



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Steps	Follow these steps	Duration of service	Assigned personnel/Office
1	Empty Garbage Truck of the Private Hauler will be weigh using the computerized weighing scale in the Material Recovery Facility	20 mins	c/o MRF personnel and Melben Doble
2	Hauler's Truck will be filled with residual waste at the transfer station (MRF)	30 mins	c/o MRF personnel and Melben Doble
3	Hauler's Truck will be weigh again containing the residual waste	20 mins	c/o MRF personnel and Melben Doble
4.	Personnel in Charge will give pass slip to the Driver of the Hauler's Truck with the following information; a. Name of the Driver b. Date and Time c. Weight d. Plate No. of Garbage Truck e. Signature of the Assigned personnel	20 mins	c/o MRF personnel and Melben Doble
5.	The Driver of the Hauler's Garbage Truck will give a Waste Manifest with the following information; a. Name Of the Driver b. Date and Time c. Weight d. Plate No. of Garbage Truck e. Location f. Signature of the Driver	20 mins	Hauler
6.	Hauler will dispose the residual waste to the Sanitary Landfill	5 hrs	Hauler

**D. OTHER SERVICES**

**1. Complaints on Environmental Problems**

<b>Who can avail?</b>	-individual residents/ lot owners of Lapu-Lapu City -establishments, corporations
<b>Requirements</b>	-Letter request addressed to Ms. Jocelyn M. Abayan, the OIC-CENRO Officer, stating the problem and location -Photos showing the area, contact number and sketch of the location
<b>Fees/Charges</b>	None
<b>Schedule of Service</b>	Monday to Friday, 8:00 am to 5:00 pm
<b>Availability</b>	



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**Timeline** Seven (7) days upon submission of requirements.

steps	Follow these steps			Duration of service	Assigned personnel
	Client (complainant)	Violator/ complained	personnel		
1	Send complaint letter to OIC-CENRO and provide contact details		Receive and entertain the complaint and ask for contact details	10-20 mins	Hedelisa Godinez
2			Forward the complaint to the OIC-CENRO	5 mins	Hedelisa Godinez
	Communicate and guide the inspector to the location of the said complaint		<p>Evaluate the complaint and forward to the Administrative Officer for the issuance of Inspection Order</p> <p>Complaints on Solid Waste, Coastal and Marine, Air and Water shall be forwarded to the assigned personnel.</p>	10 mins	<p>Jocelyn Abayan</p> <p>Complaints on:</p> <ol style="list-style-type: none"> <li>Solid Waste – Pascual Dente, Engelbert Amoin, Christian Casio, Geraldo Sillar</li> <li>Coastal and Marine – Orlando Leyson, Roy Genolos, Harold Haosen</li> <li>Air and Water - Pascual Dente, Engelbert Amoin, Exel Glen Baguio</li> <li>Specific for household complaints: Maria Cañedo, Lucy Hiyas,</li> </ol>



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					Baby Ompad, Elvira Menguito
			Administrative Officer shall issue an Inspection Order and forward to the personnel in-charge	5 mins	Lauris Gecain
			Conduct Inspection and verification of complaint	2 hrs	Jocelyn Abayan  Complaints on: 1. Solid Waste – Pascual Dente, Engelbert Amino, Christian Casio, Geraldo Sillar 2. Coastal and Marine – Orlando Leyson, Roy Genolos, Harold Haosen 3. Air and Water - Pascual Dente, Engelbert Amino, Exel Glen Baguio 4. Specific for household complaints: Maria Cañedo, Lucy Hiyas, Baby Ompad, Elvira Menguito



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3			Issue citation ticket/s if there is/are violation/s found	10-20 mins	<p>Jocelyn Abayan</p> <p>Complaints on:</p> <ol style="list-style-type: none"> <li>1. Solid Waste – Pascual Dente, Engelbert Amino, Christian Casio, Geraldo Sillar</li> <li>2. Coastal and Marine – Orlando Leyson, Roy Genolos, Harold Haosen</li> <li>3. Air and Water - Pascual Dente, Engelbert Amino, Exel Glen Baguio</li> <li>4. Specific for household complaints: Maria Cañedo, Lucy Hiyas, Baby Ompad, Elvira Menguito</li> </ol>
			Determine the penalties according to the violation	10 mins	Jocelyn Abayan, Lauris Gecain
4		Pay corresponding fees to the City Treasurer’s Office and submit a copy of OR	Receive a copy of OR and Affidavit of Undertaking	10 mins	Hedelisa Godinez Marilyn Inihao



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		Submit Affidavit of Undertaking as additional requirement			
			Conduct follow-up inspection if the violator has complied or not	As scheduled	

**2. Wildlife Turn-Over**

<b>Who can avail?</b>	-individual residents -public or private entities
<b>Requirements</b>	Provide information on: <ul style="list-style-type: none"> <li>- Area of origin</li> <li>- Species of wildlife</li> <li>- Number of wildlife</li> <li>- Name of Rescuer</li> <li>- Specifications of wildlife (length, weight)</li> </ul>
<b>Fees/Charges</b>	None
<b>Schedule of Service</b>	Monday to Friday, 8:00 am to 5:00 pm
<b>Availability</b>	
<b>Timeline</b>	Seven (7) days upon submission of requirements.

Steps	Follow these steps		Duration of service	Assigned personnel
	Client	Personnel		
1	Turn-over rescued wildlife	Assist the rescuer	20 mins	Estela Montebon, Hedelisa Godinez, Marilyn Inihao, Geraldo Sillar
2	Provide necessary data (i.e. length, weight, suspected species, location) for the issuance of Wildlife Turn-over Receipt	Ask the necessary data regarding the rescued wildlife	10-20 mins	Estela Montebon, Hedelisa Godinez, Marilyn Inihao, Geraldo Sillar
3		Prepare the Wildlife Turn-over Receipt	10 mins	Estela Montebon, Exel Glen Baguio
4	Affix signature as the wildlife rescuer	Issue Wildlife Turn-over Receipt	2 mins	Estela Montebon,



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				Hedelisa Godinez, Marilyn Iniha, Exel Glen Baguio
5		Turn-over of rescued wildlife to concerned agencies (BFAR / CENRO Cebu City)	2 hr	Engelbert Amoin, Geraldo Sillar, Exel Glen Baguio, Roy Genolos
		Receive the Wildlife Turnover Certificate from CENRO Cebu City		Geraldo Sillar, Exel Glen Baguio

**3. Backyard Gardening / Urban Agriculture Program (Seed Distribution)**

<b>Who can avail?</b>	-individual residents/ lot owners of Lapu-Lapu City -public or private entities
<b>Requirements</b>	none
<b>Fees/Charges</b>	None
<b>Schedule of Service</b>	Monday to Friday, 8:00 am to 5:00 pm
<b>Availability</b>	
<b>Timeline</b>	One (1) day upon submission of requirements.

Steps	Follow these steps		Duration of service	Assigned personnel
	Client	Personnel		
1	Request seeds either for personal use or educational purposes	Document the requestor's name, number of seed pack and purpose, then evaluate	5 – 10 mins	Estela Montebon
		Logbook of recipient	3 mins	Estela Montebon
2		Provide all the requested seed packs	5 mins	Estela Montebon

**4. Conduct of Coastal Cleanup Activity**

<b>Who can avail?</b>	-individual or by group -public or private entities
<b>Requirements</b>	Letter of Intent indicating the following: <ul style="list-style-type: none"> <li>- Proposed date of activity</li> <li>- Proposed area</li> <li>- Number of participants</li> </ul>
<b>Fees/Charges</b>	Certification Fee of Php 50.00
<b>Schedule of Service</b>	Monday to Friday, 8:00 am to 5:00 pm
<b>Availability</b>	
<b>Timeline</b>	Seven (7) days upon submission of requirements.



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Steps	Follow these steps		Duration of service	Assigned personnel
	Client	Personnel		
1	Submit Letter of Intent	Receive letter and forward to the OIC-CENRO	5 mins	Hedelisa Godinez
		OIC-CENRO evaluates and forwards the request to the in-charge personnel	5 mins	Jocelyn Abayan
2		CENRO staff contacts the client and ask for further details	10 mins	Lilibeth Querubin
	Pays the certification fee at the City Treasurer's Office and provides a copy of the OR	Issue Permit	10 mins	Marilyn Inihao
		Assist the conduct of coastal cleanup	2 hrs	Assigned Personnel
	Provide photos of the cleanup	Issue Certificate of Accomplishment / Participation	10 mins	Joseph Amodia

**5. Conduct of Seminar or IEC / Dalaw Turo**

<b>Who can avail?</b>	-public or private groups
<b>Requirements</b>	a. Letter Request indicating the following: <ul style="list-style-type: none"> <li>- Proposed date of activity</li> <li>- Venue</li> <li>- Participants</li> <li>- Topic</li> </ul> b. CENRO Office submits a letter of intent to conduct IEC Activity / Dalaw Turo
<b>Fees/Charges</b>	None
<b>Schedule of Service</b>	Monday to Saturday, 8:00 am to 5:00 pm
<b>Availability</b>	
<b>Timeline</b>	Seven (7) days upon submission of requirements.

Steps	Follow these steps		Duration of service	Assigned personnel
	Client	Personnel		
1	Submit Letter of Intent indicating the proposed activity	Receive letter and forward to the OIC CENRO	5 mins	Hedelisa Godinez
		OIC CENRO evaluates and forwards to the in-charge personnel	5 mins	Jocelyn Abayan



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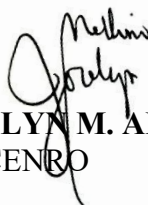
2		CENRO staff coordinates with the client and ask for further details		<p>Assigned personnel depending on the requested topic</p> <p>Solid Waste: Jocelyn Abayan, Pascual Dente, Lilibeth Querubin, Christian Casio</p> <p>Coastal and Marine: Jocelyn Abayan, Orlando Leyson, Roy Genolos, Harold Haosen</p> <p>Air and Water: Jocelyn Abayan, Harold Haosen, Exel Glen Baguio</p> <p>Urban Biodiversity, Wildlife and Urban Greening: Jocelyn Abayan, Christian Casio, Exel Glen Baguio</p>
		Attends the activity		<p>Assigned personnel depending on the requested topic</p> <p>Solid Waste: Jocelyn</p>



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				<p>Abayan, Pascual Dente, Lilibeth Querubin, Christian Casio</p> <p>Coastal and Marine: Jocelyn Abayan, Orlando Leyson, Roy Genolos, Harold Haosen</p> <p>Air and Water: Jocelyn Abayan, Harold Haosen, Exel Glen Baguio</p> <p>Urban Biodiversity, Wildlife and Urban Greening: Jocelyn Abayan, Christian Casio, Exel Glen Baguio</p>
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Prepared by:

  
**JOCELYN M. ABAYAN**  
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