

**MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE
(MENRO)**

VISION:

The office envisions to have a clean and safe environment and be the model contributor in protecting the environment and natural resources of the municipality.

MISSION:

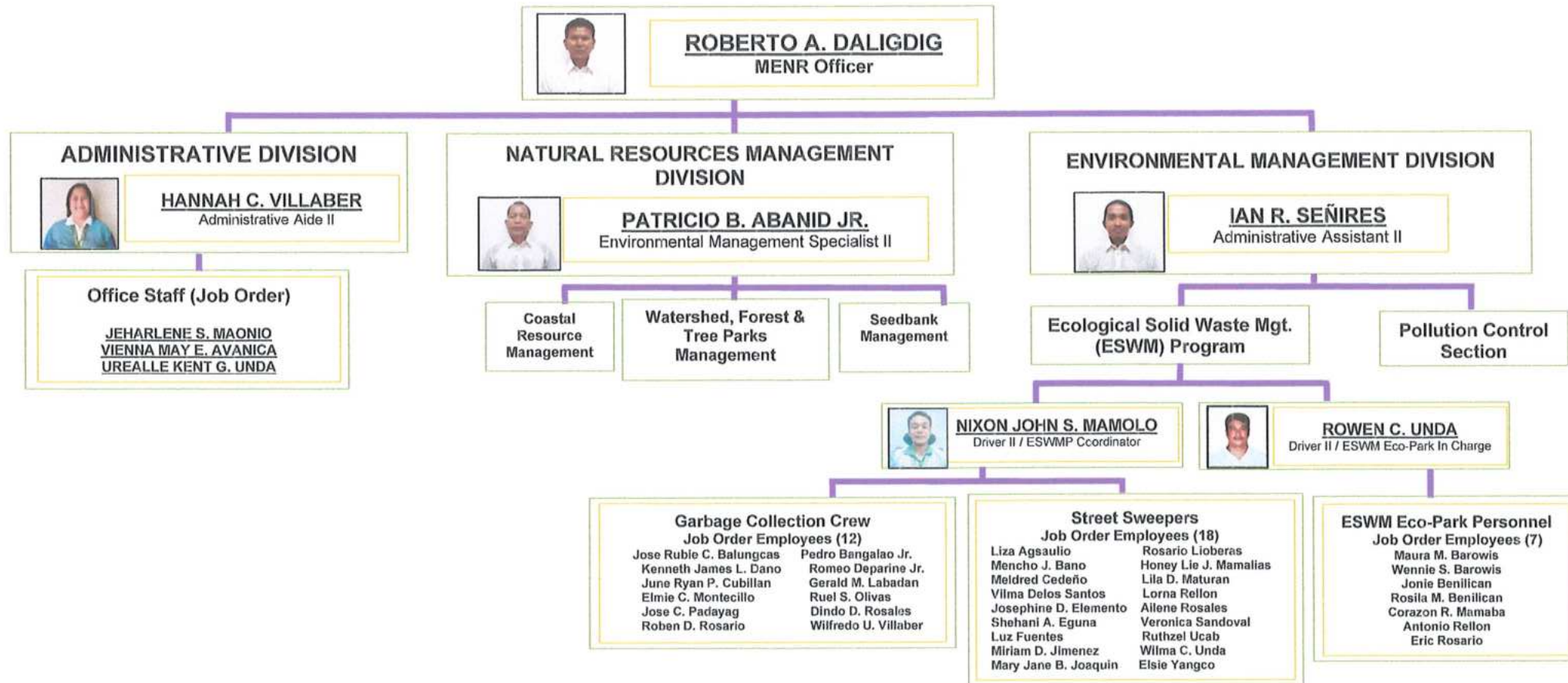
- To sustain management, conserve, preserve and protect the environment and natural resources of the municipality.
- Create an environment friendly and sustainable ecological balance.
- Encourage, educate people or individual the responsibility to maintain a lively and healthy community and participate in the environmental protection program.



Republic of the Philippines
Province of Davao Occidental
Municipality of Malita

MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE
(MENRO)

ORGANIZATIONAL CHART

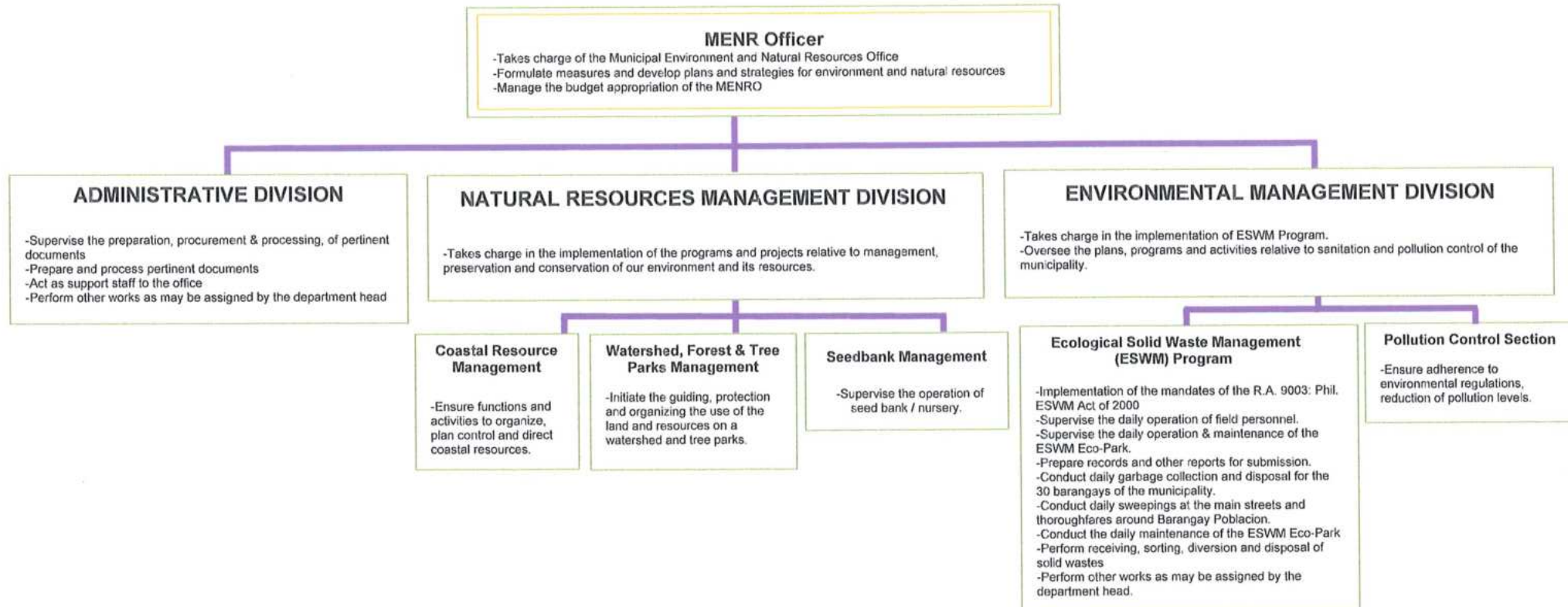




Republic of the Philippines
Province of Davao Occidental
Municipality of Malita

**MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE
(MENRO)**

FUNCTIONAL CHART





Republic of the Philippines
Province of Davao Occidental
Municipality of Malita

MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE
(MENRO)

CITIZEN'S CHARTER

FRONTLINE SERVICES OF THE MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE

Request for ESWMP Certification as requirement to business permit application (new/renewal) and other purposes.

Schedule of Availability of Service

: Monday to Friday 8:00 AM to 5:00 PM

Who may avail of the service

: Applicants applying for Business Permit & Other Agencies

What are the requirements

: Assessment Form w/ Official Receipt from BPLO; Request Form/Letter

Steps	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In-Charge
1	Request for ESWMP Certification as requirement to business permit application (new/renewal).	Receive request form	5-10 minutes	Administrative Division / MENRO
2	Wait for the issued order of payment	Verify client's form and issue order of payment	5-10 minutes	Administrative Division / MENRO
3	Pay the indicated amount at MTO	Accept payment and issuance of Official Receipt	Variable	Revenue Collection Officer / MTO
4	Attend the brief orientation/re-orientation on ESWM Program.	Conduct brief orientation / re-orientation on ESWM Program to requesting client.	5-10 minutes	Environmental Mgt. Division (EMD) / MENRO
5	Wait for the requested certificate	Prepare ESWM Certificate	5-10 minutes	Administrative Division / MENRO
6		Approve ESWM Certificate	5-10 minutes	MENR Officer
7	Receive the approved certificate	Release ESWM Certificate	5-10 minutes	Administrative Division / MENRO

Steps	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In-Charge
1	Request for ESWMP Certification on ESWM Program Compliance for any legal purpose.	Receive/Verify Request Form/Letter	5-10 minutes	Administrative Division / MENRO
2	Attend the brief orientation/re-orientation on ESWM Program.	Conduct brief orientation / re-orientation on ESWM Program to requesting client/Person in-charge	5-10 minutes	Environmental Mgt. Division (EMD) / MENRO
3	Wait for the requested certificate	Prepare ESWM Certificate	5-10 minutes	Administrative Division / MENRO
4		Approve ESWM Certificate	5-10 minutes	MENR Officer
5	Receive the approved certificate	Release ESWM Certificate	5-10 minutes	Administrative Division / MENRO

Request for Special Garbage Collection

Schedule of Availability of Service : Monday to Friday 8:00 AM to 5:00 PM
Who may avail of the service : Applicants requesting for special garbage collection
What are the requirements : Official/Formal Request & Official Receipt from MTO

Steps	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In-Charge
1	Request for Special Garbage Collection	Receive and verify client's letter/request form	5-10 minutes	Administrative Division / MENRO
2	Wait for the issued order of payment	Issue order of payment	5-10 minutes	Administrative Division / MENRO
3	Pay the indicated amount at MTO	Accept payment and issuance of Official Receipt	Variable	Revenue Collection Officer / MTO
4	Provide guidance in the conduct of on-site inspection	Conduct on-site inspection for assessment/verification.	Variable	Environmental Mgt. Division (EMD) / MENRO
5	Wait for MENRO's advise	Issue Notice to Proceed Collection	5-10 minutes	MENR Officer
6	Oversee the actual on-site collection until completion	Perform Garbage Collection and Disposal	Variable	Environmental Mgt. Division (EMD) / MENRO
7		Facilitate receiving and recording of collected solid wastes materials at ESWM Eco-Park for diversion and final disposal	Variable	ESWM Eco-Park In-Charge, Environmental Mgt. Division (EMD) / MENRO

Request for Issuance of Permit to Transport Solid Waste Materials

Schedule of Availability of Service : Monday to Friday 8:00 AM to 5:00 PM
Who may avail of the service : Applicants requesting for special garbage collection
What are the requirements : Official/Formal Request

Steps	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In-Charge
1	Request for Issuance of Permit to Transport Solid Waste Materials	Receive and verify client's letter/request form	5-10 minutes	Administrative Division / MENRO
2	Provide guidance in the conduct of on-site inspection	Conduct on-site inspection for assessment/verification.	Variable	Environmental Mgt. Division (EMD) / MENRO
3	Attend to the brief orientation and official instructions by the MENRO	Orient and provide further official instructions to the requesting client.	5-10 minutes	Environmental Mgt. Division (EMD) / MENRO
4	Wait for the approved permit	Prepare Permit to Transport	5-10 minutes	Administrative Division / MENRO
5		Approve Permit to Transport	5-10 minutes	MENR Officer
6	Receive the approved permit to transport	Issue the Permit to Transport and Notice to Proceed transport and disposal	5-10 minutes	MENR Officer
7	Perform the transport and disposal to designated site	Facilitate receiving and recording of collected solid wastes materials at ESWM Eco-Park for diversion and final disposal	Variable	ESWM Eco-Park In-Charge, Environmental Mgt. Division (EMD) / MENRO

ACT ON COMPLAINT CONCERNING ENVIRONMENTAL ISSUES

Submission of Letter of Complaint and/or Conveying of Verbal Report on ESWMP Violations

Schedule of Availability of Service : Monday to Friday 8:00 AM to 5:00 PM
 Who may avail of the service : Complainant from the municipality
 What are the requirements : Letter of Complaint and/or Verbal Report

Steps	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In-Charge
1	Submission of Letter of Complaint and/or Conveying of Verbal Report on ESWMP Violations (littering, throwing, open dumping & illegal transport of solid wastes).	Receive and assess client's letter/report	5-10 minutes	Administrative Division / MENRO
2	Provide guidance in the conduct of on-site inspection	Conduct on-site inspection to verify as to the extent of complaint.	Variable	Environmental Mgt. Division (EMD) / MENRO
3		Make recommendation/intervention and necessary action based on assessment made.	Variable	MENR Officer

Submission of Letter of Complaint and/or Conveying of Verbal Report on Unlawful Utilization of Natural Resources.

Schedule of Availability of Service : Monday to Friday 8:00 AM to 5:00 PM
 Who may avail of the service : Complainant from the municipality
 What are the requirements : Letter of Complaint and/or Verbal Report

Steps	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In-Charge
1	Submission of Letter of Complaint on unlawful utilization of natural resources	Receive and assess client's letter/report	5-10 minutes	Administrative Division / MENRO
2	Provide guidance in the conduct of on-site inspection	Conduct on-site inspection to verify as to the extent of complaint.	Variable	Environmental Mgt. Division (EMD) / MENRO
3		Make recommendation/intervention and necessary action based on assessment made.	Variable	MENR Officer