

CITIZEN'S CHARTER

EXTERNAL SERVICES

1. PROCESSING AND FACILITATION OF APPLICATION FOR SAND, GRAVEL AND OTHER QUARRY RESOURCES PERMIT/ SPECIAL WASTE DISPOSAL PERMIT.

This service is for the processing and evaluation of priority requirements for acceptance /receiving of the application for Permit to extract sand, gravel and other quarry resources.

Office or Division:	Environment and Natural Resources Office Provincial Farmhouse Building, A. Luna St., Provincial Capital Compound, Cagayan de Oro City	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government G2B – Government to Business G2C – Government to Citizen	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.Received copy of: 1.1 Letter of Intent –for new application 1.2. Justification letter- for renewal endorsed by the Assistant Provincial Administrator /Provincial Administrator office		Environment and Natural Resources Office– for the template Assistant Provincial Administrator's Office

2. Sketch Plan of the area applied

**Deputized Mineral Surveyor-
Inclusive of the following:**

- 1. Lot data computation must be included in Submission.
- 2. If applied area is dry land, adjacent property must be given a buffer of 10 meters between property and applied Boundary line.
- 3. Corners must be planted with concrete Monument if applicable.
- 4. If the area applied is within riverbed, reference point within the adjacent Dry land must be indicated in the plan.
- 5. Four (4) copies must be submitted including the original and in standard Size.
- 6. V-37 of the area applied for quarry permit & adjacent properties and V-37 of the plotted adjacent private properties Of the applied riverbed area.
- 7. Political boundary must be reflected in the sketch plan if the area applied is Adjacent or traversed.
- 8. Coordinates of every corner of applied area must be specified (Latitude and Longitude).
- 9. 4- copies (A4 size) sketch plan, signed And sealed.

3. 4 Original Copy of duly accomplished and notarized application form

Environment and Natural Resources Office

4.Special Power of Atty. (SPA) if the application is filed by an authorized representative only or Board Secretary Certificate if the applicant is authorized representative of corporation

Environment and Natural Resources Office

5. SEC/CDA certified copy of the Certificate of Registration, Articles of Incorporation and By-Laws, General Information Sheet (GIS)	Environment and Natural Resources Office
6. Copy of consent and Proof of Land ownership if applied area falls or affecting within the premise of the private property	Property Owner
7. Payment of filing and processing fee	Provincial treasurer's Office
8. Area Status Clearance	MGB-X
9. Land status and clearance for areas outside A&D or those without DENR lot number.	DENR-CENRO
10. Favorable endorsement from Brgy. Council, Municipal Council/ City Council	Concerned Brgy. Council, Municipal. Council/ City Council
11. Certification from Assessor's Office that the area is free from any encumbrances, if the area is within private property	Provincial Assessor's Office
12. Clearance or consent	Municipal Engineer, DPWH, National Grid Corp., NIA and NCIP (whichever applicable).
13. Environmental Compliance Certificate	Environmental Management Bureau (EMB-10).
14. Verification report favorably recommending approval of the application rendered by ENRO (if convenience with MGB embedded personnel)	Environment and Natural Resources Office
15. Integrated Commercial/Industrial Sand and Gravel Development/ Utilization Program (WP, EPEP, CDP and SHP). Note: For ISAG, Memorandum of Agreement may be fully accomplished after issuance of Permit	Environment and Natural Resources Office , MGB-X

16. Proof of posting of the Notice of Application posted at Barangay Hall, Municipal hall, PENRO and MGB	Concerned LGU/BLGU,PENRO,MGB-X ENRO
17. TWG Evaluation and Endorsement for PMRB Deliberation	Environment and Natural Resources Office
18. PMRB resolution endorsing the application to the Hon. Provincial Governor for approval	Provincial Treasurer's Office
19. Surety Performance Bond- Covering the amount of Php 20,000.00 per year	Insurance Company
Additional Mandatory requirements for application for renewal of permit: 1..Notarized Annual Commercial Sand and Gravel Development/Utilization Report	
2. Integrated Commercial Sand and Gravel Development/Utilization Program	Environment and Natural Resources Office
3.Proof of payment for: 3.1. Extraction fee for all extracted materials during the previous operation 3.2. Excise tax to all commercially disposed extracted materials during the operation	Environment and Natural Resources Office
4.Complete Monthly Production Report for CSAG Permit and Quarterly Production Report for ISAG and Quarry Permit	Environment and Natural Resources Office
5.Summary of Production and disposal extracted materials during the permit operation	Environment and Natural Resources Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the visitor's logbook and present any Valid ID	1.Let the client sign in the visitor's logbook and present ID	None	2 minutes	CDA-I
Step 2: Ask a copy of Checklist	2. Provide a copy of checklist	None	10 minutes	CDA-I CDA-II EMS-II ENGR III
Step 3: Submission of required documents: 1-6 1. Letter of intent 2. Sketch plan 3. Special Power of Atty. (SPA) 4. Original Copy of duly accomplished and notarized application form 5. SEC/CDA certified copy of the Certificate of Registration, 6.Copy of consent and Proof of Land ownership	3.1 Received and evaluate complete requirements 3.2 Prepare assessment of payments for processing and filing fee	None	60 minutes	CDA-I CDA-II EMS-II ENGR.III
Step 4: Receive assessment of payment from ENRO and proceed to the Provincial Treasurer's Office (PTO) for payment	4. Received and record proof of payment (Official Receipt)	Refer fees above	30 minutes	Cashier <i>PTO Window 5</i>
Step 5:	5. Endorsed to MGB-X for Area Status Clearance and EMB-X for Environmental compliance certificate (ECC)	None	1 Day	CDA-I CDA-II EMS-II ENGR.III

Step 6: Verification of Applied area upon submission of pertinent documents	6. ENRO will conduct area verification	None	1 Day	CDA-I CDA-II EMS-II ENGR.III
Step 7: Present complete documents for TWG assessment and evaluation	7. ENRO/ TWG will conduct initial assessment and evaluation for endorsement to PMRB.	None	1 Day	CDA-I CDA-II EMS-II ENGR.III
Step 8 Attend the PMRB Meeting	8. Facilitate as secretariat to the PMRB Meeting	None	1 Day	CDA-I CDA-II EMS-II ENGR.III
TOTAL:			26 Working DAYS	
- End of Transaction				

2. RELEASING OF APPROVED PERMIT

This service is for releasing the Approved Permit.

Office or Division:	Environment and Natural Resources Office Provincial Farmhouse Building, A. Luna St., Provincial Capitol Compound, Cagayan de Oro City	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government G2B – Government to Business G2C – Government to Citizen	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Notarized Approved Permit		Compiled by the Client
Surety Bond		
Proof of Payment of Required Fees		
Proof of Payment of Advance Extraction, Administrative and Ecosystem Service Fee for 50% Allowable Volume		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the visitor's logbook and present any Government issued ID	1.Let the client sign in the visitor's logbook and present ID	None	3 minutes	CDA-I EMS-II ENGR. III
Step 2: Submission of requirements and proof of payments	2. Evaluation of the submitted requirements and payment		5 minutes	
Step 3: Listen to the short orientation/briefing about the permit and operation Receive the notarized permit and operation	3.1 Orient/brief the permittee/authorized representative regarding the permit and operation 3.2 Release the Notarized Permit	None	20 minutes	
TOTAL:			28 minutes	
- End of Transaction				

3. REGISTRATION AND ISSUANCE OF STICKER OF QUARRY EQUIPMENT & HAULING VEHICLE

This service is for the registration of equipment and vehicles used in mining/quarrying operations for mineral resources.

Office or Division:	Environment and Natural Resources Office Provincial Farmhouse Building, A. Luna St., Provincial Capitol Compound, Cagayan de Oro City
Classification:	Complex
Type of Transaction:	G2G - Government to Government G2B – Government to Business G2C – Government to Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Endorsement for Equipment/Vehicle Registration			Environment and Natural Resources Office	
Copy of Official Receipt/Certificate of Registration (OR/CR) of Vehicle or Sale’s Invoice of Equipment			Environment and Natural Resources Office	
Proof of Payment for the Registration (O.R and Sticker)			Provincial Treasurer’s Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the visitor’s logbook and present any Government issued ID	1.Let the client sign in the visitor’s logbook and present ID	None	3 minutes	CDA- I EMS –II ENGR. -III
Step 2: Submit the required documents for registration	2. .Receive the required documents and check the conformity of information and provide assessment of payment for the client to pay the corresponding assessment at the Provincial Treasurer’s Office	None	10 minutes	
Step 3: Present the proof of payment and issued stickers to ENRO	3.1 Record and provide code to the submitted stickers 3.2 Releasing of the Coded Stickers and sign the record book for acknowledgement	None	10 minutes	
TOTAL:			33 minutes	
-End of Transaction				

INTERNAL SERVICES

4. ASSESSMENT OF FINES AND PENALTIES FOR THE APPREHENDED EQUIPMENT/VEHICLE

This service is for the assessment of payment and identification of the corresponding fines/penalties imposed for violating the Provincial Ordinance.

Office or Division:	Environment and Natural Resources Office Provincial Farmhouse Building, A. Luna St., Provincial Capitol Compound, Cagayan de Oro City
Classification:	Complex
Type of Transaction:	G2G - Government to Government G2B – Government to Business G2C – Government to Citizen

Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Original Copy of the Apprehension Receipt, Custody Receipt and Police Blotter/Extract			Environment and Natural Resources Office -Task Force Quarry Personnel	
Notarized Affidavit of Undertaking			Environment and Natural Resources Office (For the format)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the visitor's logbook and present any Government issued ID	1.Let the client sign in the visitor's logbook and present ID	None	3 minutes	CDA- I EMS –II ENGR. -III
Step 2: Submit the apprehension, custody receipt and police blotter for evaluation of the corresponding fines and/or penalties	2.1 Receive the required documents and check the consistency of information 2.2 Provide assessment of payment for the list of violation(s) committed per Provincial Ordinance 2.3 Let the client pay the corresponding fines /penalties to the Provincial Treasurer's Office	None	25 minutes	
Step 3: Present the proof of payment and submit the notarized affidavit of undertaking	3.1 Compile and record the proof of payment and submitted documents 3.2 Issuance of the Release Order and Let the client sign the record book for acknowledgement	None	15 minutes	
TOTAL:			43 minutes	
-End of Transaction				

5.INBOUND AND OUTBOUND SHIPMENT OF SAND, GRAVEL AND OTHER QUARRY RESOURCE'S.

This service is for issuance of payment after assessment from the Provincial Treasurer's Office as proof for the legal transport of mineral resources entering and out-going the province.

Office or Division:	Environment and Natural Resources Office Provincial Farmhouse Building, A. Luna St., Provincial Capitol Compound, Cagayan de Oro City			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government G2B – Government to Business G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Shipment application for outbound Payment of shipment fee			Environment and Natural Resources Office Provincial treasurer’s office	
Payment of shipment fee for inbound			Provincial treasurer’s office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the visitor’s logbook and present any Government issued ID	1.Let the client sign in the visitor’s logbook and present ID	None	3 minutes	CDA-I EMS-II ENGR. -III
Step 2: 2.1 Ask for assessment of payment for inbound shipment 2.2 Submit the application for outbound shipment	2.1 Assess the nature of request from the client on either transport via-land travel or shipment freight. 2.2 Conduct verification on the type and volume of the commodities on board.	None	15 minutes 1 DAY For verification	
Step 3: Present the proof of payment and submit	3. Compile and record the proof of payment and submitted documents	None	15 mins.	
TOTAL:			1 DAY and 33 minutes	
-End of Transaction				

6. COUNTER SIGNING OF THE ISSUED DELIVERY RECEIPTS FROM MGB-X SUCH AS MPP, ISAG, AND ACCREDITED MINERAL TRADER.

This service is for the registration and record filing for monitoring purposes.

Office or Division:	Environment and Natural Resources Office Provincial Farmhouse Building, A. Luna St., Provincial Capitol Compound, Cagayan de Oro City			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government G2B – Government to Business G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Original copy of the Endorsement letter From MGB-X highlighting the issued DRs Series Number.			MGB-X Delivery Receipt	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the visitor’s logbook and present any Government issued ID	1.Let the client sign in the visitor’s logbook and present ID	None	3 minutes	CDA-I EMS-II ENGR. -III
Step 2: Submit the endorsement letter from MGB-X and delivery receipt	2.1 Receive the endorsement letter and check the DR series provided if it matches with the DR series stated in the letter.	None	15 Minutes	
	2.2 Stamp and Countersign the Delivery Receipt		30 minutes	
	2.3 Releasing of the stamped and signed DR. Let client sign in the record book for acknowledgement 2.3 Releasing of the stamped and signed DR. Let client sign in the record book for acknowledgement		10 minutes	
TOTAL:			58 Minutes	
-End of Transaction				

7. COLLECTION OF SOFT PLASTIC WASTE

This service facilitates the collection of soft plastic wastes throughout the province.

Office or Division:	Environment and Natural Resources Office Provincial Farmhouse Building, A. Luna St., Provincial Capitol Compound, Cagayan de Oro City			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen			
Who may avail:	Farmers People's Organizations/ LGUs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the visitor's logbook and present any Government issued ID	Let the client sign in the visitors logbook and present ID	None	3 minutes	Receiving Clerk
Step 2: Submit Letter Request	2.1 Receive and record the submitted required documents 2.2 Forward to the Head of Office 2.3 Refer to the person in-charge	None	10 minutes	Receiving Clerk Envi. Mngt. Division Staff
Step 3: Wait for the confirmation of the schedule	3.1 Confirm the hauling schedule. 3.2 Prepare the letter request for the dump truck. 3.3 Prepare fuel and travel order.	None	30 minutes	Receiving Clerk Envi. Mngt. Division Staff
Step 4: Prepare the plastic wastes for Hauling	4. Hauling of soft plastic wastes	None	Depends on the location	Receiving Clerk Envi. Mngt. Division Staff

Step 5 :	5. Deliver the collected plastic waste to VILLAR SIPAG FOUNDATION FACILITY	None	3 minutes	<i>Depends on the location</i>
TOTAL			23 minutes	
- End of Transaction				

8. PROVISION AND DISTRIBUTION OF SEEDS AND SEEDLINGS

This service facilitates the distribution of seeds and seedlings.

Office or Division:	Environment and Natural Resources Office Provincial Farmhouse Building, A. Luna St., Provincial Capitol Compound, Cagayan de Oro City			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen			
Who may avail:	Farmers People’s Organizations/ LGUs			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 Sign in the visitor’s logbook and present any Identification Card	Assist and facilitates the client	None	3 minutes	Receiving Clerk
Step 2 Submit the letter request	2.1 Receive and record the letter request 2.2 Forward to the Head of Office 2.3 Refer to the person in-charge	None	15 minutes	
Step 3 Site inspection	3. Verify the area as to the feasibility	None	4 hrs.	FRMD Staff

Step 4 Fill-up Requisition Issue Slip	4. Release of seeds/seedlings	None	30 minutes	FRMD Staff
TOTAL:			4 hrs. and 48 minutes	
- End of Transaction				

Feedback and Suggestions:

We welcome your feedback and suggestions to improve our services!

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients shall fill up the customer’s feedback form provided by the PACD officer.
How feedbacks are processed	The customer feedback shall be consolidated and evaluated weekly by addressing the concerned Office’s division or individual.
How to file a complaint	The client may file a complaint thru the following: 1. Write a formal letter complaint addressed to the Human Resource Management Officer; 2. May send a complaint letter via email thru enromisor@gmail.com
How complaints are processed	The complaints received either in a form of a letter, via email shall be responded immediately by acknowledging thru registered mail.
Contact Information	PLENRO HOTLINE # 09539176631