

Citizen's Charter No. 13







Name of Office : Environmental Monitoring and Enforcement Division

Frontline Service : **Procedure for Filing of Environmental Complaints**

Schedule of Availability of Service : Monday – Friday, 8:00 AM – 5:00 PM

Who May Avail of the Service : Concern Citizens, LGU's, Permittees, General Public

How to Avail of the Service: Thru a letter, Phone call, or Personal Appearance

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person in Charge	Fee	Document Needed
1	Proceed to the Officer of the Day for proper guidance	Provides guidance to the Office of the Regional Director (RD)	2 minutes	Officer of the day	None	Complaint Form
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		Regional Director refers the complaint to the concerned Division Chief	3-5 minutes	 RD's Secretary	None	-
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		Division Chief refers the complaint to the concerned Section Chief	3-5 minutes	 Division Chief	None	-
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		Section Chief assigns Technical Staff to investigate/validate the complaint	Within 24 hours	 Section Chief	None	-
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		Technical Staff prepares investigation report and submit to the RD with the recommendation by the concerned Division Chief	2-3 days	 Technical Staff	None	-
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RD will call for a technical conference (TC) with the complainant and involved respondents/parties, if necessary;	✓ 7 days (when TC is necessary) ✓ 2-3 days (when no TC required)	 Technical Staff	None	-		
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RD will notify the complainant thru a letter on the actions taken by the office.	1 day	 Records Unit	None	-		

