

Citizen's Charter No. 11








Name of Office : Clearance and Permitting Division – Discharge Permit and Permit to Operate Section

Frontline Service : **Application for Wastewater Discharge Permit**

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

Who May Avail of the Service : LGU, NGO, Private Companies or Association, Individuals or Partnership

How to Avail of the Service: 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	Provide guidance to the Clearance Permitting Division (CPD)	2 minutes	Officer of the day	None	None
2	Present documents for validation of requirements	Ensure documents presented are complete ↓ Prepare Order of Payment	30 minutes	 CPD Staff	None	Application Form with attached Engineer's Report (for new applicants), Copy of results of water sampling, PCO Accreditation, Copy of ECC (if there is), Self-monitoring Report (SMR)
3	Pay the Administrative Fee	Issue Official Receipt of Payment	10 minutes	 Cashier	Annual Fee: (based on Volumetric rate of Discharge) w/o heavy metals/ with heavy metals 0m <sup>3</sup> - 10m <sup>3</sup> ₱2,000.00/ ₱2,500.00 >10m <sup>3</sup> -30m <sup>3</sup> : ₱2,200.00/ ₱2,800.00 >30m <sup>3</sup> -100m <sup>3</sup> : ₱2,500.00 ₱3,100.00 >100m <sup>3</sup> -150m <sup>3</sup> : ₱2,700.00/ ₱3,300.00 >150m <sup>3</sup> : ₱3,300.00 ₱3,900.00	Duly signed Order of Payment
4	Proceed to Receiving Clerk and have the application received by the office	Receive the application officially ↓	5 minutes	 Receiving Clerk	None	None
		Refer to the Regional Director ↓	1 day	 Regional Director	None	None
		Regional Director refer the application to the Chief-CPD for appropriate action ↓				
		Chief-CPD refer the application to the Chief, Discharge Permit and Permit to Operate (DPPO) Section ↓	1 hour	 Chief, Clearance Permitting Division	None	None
		Chief, DPPO Section refers the application to Case Handler ↓				
Case Handler will process the application, conduct on-site inspection and water sampling, and request for additional requirement if necessary ↓	15 to 20 days	 Case Handler/Chief-CPD	None	None		
Case Handler prepares Integrated Compliance Inspection Report and prepares the Discharge Permit with corresponding transmittal letter.						
5	Affixes signature to the Permit	A two (2) original copies of Permit reproduced by the Case Handler for signature ↓	2 to 3 days	 Case Handler/Records Officer	None	None
		Case handler and DPPO Chief initialize the Permit and endorsed to Chief CPD ↓				
		Chief, CPD affixes his signature and endorses to Regional Director ↓				
		Regional Director affixes his signature ↓				
		Records Section attaches unique bar code to the approved Permit and releases the original to the applicant / proponent				