



Republic of the Philippines  
**Department of Environment and Natural Resources**  
**Environmental Management Bureau**  
Office of the Regional Director  
Caraga Regional Office  
Purok 5, Brgy. Ambago, Butuan City  
Tel. No. 085-3413826; 3425332; 3421877; Telefax 085-8150890  
email add: caraga@emb.gov.ph



# ENVIRONMENTAL MANAGEMENT BUREAU REGION XIII

## CITIZEN'S CHARTER 2019 (1<sup>st</sup> Edition)



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## CITIZEN'S CHARTER 2019 (1<sup>st</sup> Edition)

## **I. Mandate:**

The EMB is a line bureau by virtue of Section 34 of the Philippine Clean Air Act of 1999 (RA 8749). The Bureau is mandated to implement on a nationwide scale the six (6) important environmental laws, to wit:

1. Environmental Impact Assessment Law (PD 1586)
2. Toxic Substances and Hazardous Waste Management Act (RA 6969)
3. Clean Air Act Of 1999 (RA 8749)
4. Ecological Solid Waste Management Act (RA 9003)
5. Clean Water Act (RA 9275)
6. Environmental Awareness and Education Act Of 2009 (RA 9512)

## **II. Vision:**

A nation empowered to protect our finite natural resources, attuned to the pursuit of sustainable development, for a clean and healthy environment that enhances the Filipino Quality of life for present and future generations.

## **III. Mission:**

To protect, restore and enhance environmental quality towards good public health, environmental integrity and economic viability.

## **IV. Service Pledge:**

We pledge to achieve quality environment and sustainable natural resources through good governance and high degree of professionalism, in consideration of our stakeholders and in accordance with pertinent laws, rules and regulations.

We pledge to attend to all applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break.



## V. List of Services

	Page
<b>REGION XIII</b>	
<b>External Services</b>	
Application for Permit to Operate	6
Application for Wastewater Discharge Permit Online	9
Application of Environmental Compliance Certificate (ECC) Online	13
Application for Certificate of Non-Coverage (CNC) Online	17
Application for CNC under Category C	20
Application for ECC Minor and Major Amendments	22
Application for ECC with Multiple Components or Modification/Expansion	26
Request for Land Conversion Certificate	30
Application for Hazardous Waste Generator ID/DENR ID Manual Registration (New)	32
Application for Hazardous Waste Generator ID/DENR ID Manual Registration (Re-registration)	35
Application Request for Uniform Hazardous Wastes Manifest Form	39
Online Application for Small Quantity Importation (SQI) Clearance	40
Application for the Manual Registration of Chemical Control Order for Polychlorinated Biphenyls	44
Application for Registration for Chemicals under Chemical Control Order Application (CN, Hg, Asbestos) Online	48
Application for CCO Importation Clearance (CN, Hg, Asbestos) Online	50
Application for Registration of Dealers, Re-sellers and Retailers of Ozone Depleting Substances (ODS) and for Service Provider of ODS-Using Equipment Online	54
Application for Pollution Control Officer (PCO) Accreditation	58
PCB Inventory and PCB Wastes Management Plan	60
Air, Water, Hazardous Waste and EIA Survey Inspection	62
Submission of Self-Monitoring Report (SMR) Manual	64
ECC Compliance Monitoring	66
Ten (10) Year Solid Waste Management Plan Approval	67
<b>Internal Services</b>	
Procurement/General Services	70
Preventive Maintenance Schedule	72
Repair of Equipment	75
Monitoring of Vehicle Travel	77



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Receiving, Releasing and Filing of Relevant Documents	79
Freedom of Information (FOI) Request	84
Adjudication of Cases	87
Handling of Clients/Feedback Satisfaction	89
Issuance of Official Receipt	90
<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	<b>92</b>
<b>DIRECTOR OF KEY OFFICIALS</b>	<b>93</b>



**EMB**

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**Regional Office XIII**  
**External Services**



**1. APPLICATION FOR PERMIT TO OPERATE**

Description of the Service

<b>Office or Division:</b>	Clearance and Permitting Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G - Government to Government, G2B - Government to Business, and/or G2C - Government to Citizen	
<b>Who May Avail:</b>		
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<p>1. Engineering Report to be prepared and signed by Professional Mechanical Engineer (PME) or Chemical Engineer (ChE) depending on the nature of manufacturing process and/or Air Pollution Control Facilities (APSE) covered by the application, information and data shall include the following:</p> <ul style="list-style-type: none"> <li>a. Flow sheet and description of manufacturing process including corresponding amount of materials used and produced and/or the material balance. If the documents contain business or trade secrets, they must be marked accordingly and presented separately. Their contents must describe to the extent possible, short of divulging the secret, important details in order that the third parties can evaluate the effects of the installations to the environment;</li> <li>b. List of APSE and corresponding APCF. Description of process/mode of operation of the APSE/APCF, indicating the types, nature and quantity of expected air contaminants, include justification if APSE is not provided with APCF;</li> </ul>	<p>Professional Mechanical Engineer (PME) or Chemical Engineer (ChE) of the Company</p>



c. Total cost of the installations covered by this application.				
2. Drawing requirements in 50 cm by 90 cm papers signed and sealed by PME or ChE a. Vicinity map of the plant and plant machinery layout, showing the connection of the APSE to the APCF; and b. Plan and elevation drawing of APSE and APCD with complete specifications		Professional Mechanical Engineer (PME) or Chemical Engineer (ChE) of the Company		
3. Air quality analysis using Bureau approved computer dispersion models and techniques				
4. Maps identifying street address, location/plant premise				
5. Location Clearance				
6. Latest "Permit to Operate" for Air Pollution Installation issued by this Office		Applicant		
7. Duly accomplished and certified application form		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Officer of the Day for the proper guidance	Provide guidance to the Clearance Permitting Division (CPD)	None	2 mins	Officer of the day
Present documents for validation of requirements	Evaluate the completeness of the documents	None	30 minutes	DPPO Staff
	Chief, Clearance and Permitting Division endorses application to Chief, Air/Water Permitting Section	depending on the capacity of air pollution source		OIC, Chief CPD and Chief, DPPO





		equipment		
	Chief, Air/Water Permitting Section pre-screens and forwards application to case handler	None	25 days	Chief, Air/Water Permitting Section
	Case handler thoroughly reviews & checks for completeness of supporting documents & prepare order of payment	None		Case Handler
	Cashier issues Official Receipt	None		Cashier
	Receive Official Receipt and set/coordinate on-site inspection with proponents, ask for additional documents (if necessary), draft inspection report for Chief, Air/Water Permitting Section's review.	None		Cashier
	Chief, Air/Water Permitting Section reviews and corrects document	None		Chief, Air/Water Permitting Section
	Chief, Air/Water Permitting Section affixes signature or initial and endorses to Chief, Clearance and Permitting Division	None		Chief, Air/Water Permitting Section



	Chief, Clearance and Permitting Division finalizes, reviews and affixes signature on document and recommends application to Regional Director	None		OIC, Chief, Clearance and Permitting Division
	Approves application for issuance of permit to operate	None		OIC, Regional Director
	Receives approved Permit to Operate for barcoding	None		Chief, Records Management Unit
	Releases Permit to Operate	None		Chief, Records Management Unit
<b>TOTAL:</b>			<b>25 days</b>	

**2. APPLICATION FOR WASTEWATER DISCHARGE PERMIT ONLINE**

Description of the Service

<b>Office or Division:</b>	Clearance and Permitting Division		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen		
<b>Who May Avail:</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Engineer’s Report with at least containing the following: <ul style="list-style-type: none"> <li>• Signed by PME/ChE/Sanitary Engineer/Accredited PCO;</li> <li>• Name of Project or business;</li> <li>• Brief description of manufacturing process involved;</li> </ul>		Applicant	



<ul style="list-style-type: none"><li>• Production capacity, quality or volume and the generic name of the products;</li><li>• The nature and character of the applicant's wastewater and its physical and chemical composition;</li><li>• Total daily volume of discharge of raw wastewater;</li><li>• Treatment process and estimated treatment efficiency; The expected quality of the effluent and other discharge shall meet the Effluent standards of the DENR;</li><li>• The total daily volume of water consumption and discharge of final treated wastewater effluent;</li><li>• The name of receiving body of water and its official water classification and in case of land discharge, the nearest receiving body of water and its official water classification;</li><li>• Information on flow measurement equipment and procedure;</li><li>• Pollution prevention/Environmental Management System plan or program;</li><li>• DENR ID Number as hazardous waste generator (if applicable); and</li><li>• State the cost incurred in the installation and maintenance of wastewater treatment facility; if any</li></ul>	
<p>2. Drawing requirements in 50cm x 90cm paper signed and sealed by the PME/ChE/Sanitary Engr.</p> <ul style="list-style-type: none"><li>• Vicinity Map of the Plant;</li><li>• The wastewater line layout from the wastewater sources to the WTF; and</li><li>• Plan and elevation drawing of the WTF as built with complete specifications</li><li>• Water billing statement for the whole year*</li></ul>	



<ul style="list-style-type: none"> <li>• Waste Water Line Layout (Duly signed and sealed by a registered sanitary or chemical engineer)*</li> <li>• Plan and Elevation Layout of Waste Water Treatment Facility with specifications (Duly signed and sealed by a registered sanitary or chemical engineer)*</li> <li>• Official Receipt for Application fee</li> <li>• Notarized Application*</li> <li>• Engineer's Report*</li> <li>• ECC or CNC</li> <li>• DENR ID number as hazardous waste generator</li> <li>• PCO Accreditation/Appointment letter *</li> <li>• Other documents</li> <li>• Official Receipt for Wastewater Discharge Fee</li> </ul>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Apply online through <a href="http://www.emb.gov.ph">www.emb.gov.ph</a>	Receive online application and forward to Chief, Air/Water permitting Section	depending on the discharge volume of the company	1 day	CPD Controller
	Chief, Air/Water permitting Section pre-screens application and forward to case handler		1 day	Chief, Air/Water Permitting Section
	Reviews and checks the application with attached documents. If incomplete/insufficient, return to proponent. Prepare Order of Payment. If complete, coordinate/set on-site inspection (as	depending on the discharge volume of the company		Case handler



	necessary). Endorse to Chief, Air/Water Permitting Section for further review, correction or recommendation (s) (with laboratory analysis)		30 days	
	Chief, Air/Water Permitting Section reviews and make recommendations to the Chief, Clearance and Permitting Division	depending on the discharge volume of the company		Chief, Air/Water Permitting Section
	Chief, Air/Water Permitting Section reviews and make recommendations to the Chief, Clearance and Permitting Division	depending on the discharge volume of the company		OIC, Chief CPD
	Regional Director approves application for issuance of discharge permit	depending on the discharge volume of the company		OIC, Regional Director
	Receives approved Permit to Operate for barcoding	None	15 mins	Chief, Records Management Unit
	Releases Permit to Operate	None	10 mins	Chief, Records Management Unit
<b>TOTAL:</b>			<b>30 days</b>	

### 3. APPLICATION FOR ECC ONLINE

Description of the Service

<b>Office or Division:</b>	Clearance and Permitting Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen	
<b>Who May Avail:</b>		
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Geotagged photos of project site (taken for last 30 days)	You may download Geocam Free Mobile Application to take geotagged photos
	Topographic Map of impact/affected areas ( <i>at least 1km from the project boundaries</i> )	You may use Google Map to take the map for project site
	Certification from LGU on the compatibility of proposed project with existing land use plan	Municipal Planning and Development Office / City Planning and Development Office
	Schematic diagram of wastewater treatment facility	Executed by the Proponent
	Schematic diagram of Air Pollution Control Facility	Executed by the Proponent
	Organizational Chart in-charge on environmental concerns	Executed by the Proponent
	Proof of Authority over the project site (land title with lease contract, deed of absolute sale, etc.)	Executed by the Proponent
	Affidavit of No Complaint	Executed by the Proponent
	Site Development signed by registered professionals	Registered Professional/Civil Engineer or architect
	Project/Plant Layout signed by registered professionals	Registered Professional/Civil Engineer or architect
	Waste Management Plan (for hospital projects)	Executed by the Proponent
	Area Status Clearance issued by MGB-13 (for quarrying projects)	MGB-13
	Provincial Mining Regulatory Board (PMRB) / City Mining Regulatory Board (CMRB) Certification (for quarrying projects)	PMRB / CMRB
	Protected Area Management Board (PAMB) Endorsement at Protected Area Superintendent (PASu) (if the project location is within protected area)	PASu

Environmental Assessment Report from EMB and Geological Assessment Report from MGB (for sanitary landfill projects)	EMB / MGB			
Geohazard Identification Report from MGB-13 (for subdivision projects)	MGB 13			
Log Supply Contract (for wood processing projects)	Executed by the Proponent			
Material Balance (for wood processing projects)	Proponent			
Affirmed AWP/RUP (for CBFM Projects)	DENR			
Certification from DPWH/NIA that the project is not within 1 km radius from government infrastructure projects	DPWH / NIA			
Annual/Five Year Work Program (for quarrying projects)	Registered professional (mining engineer)			
<b>If the project is owned by a corporation/cooperative;</b>				
SEC/CDA Registration	SEC/CDA			
Board Resolution Authorizing the person to sign and process ECC Application	SEC			
Constitution and By Laws	SEC			
Articles of Incorporation	SEC			
<b>Fillable Forms to be downloaded in the system</b>				
<ol style="list-style-type: none"> <li>1. Project Description</li> <li>2. Duly notarized accountability statement of proponent</li> <li>3. IEE Checklist Sworn Statement</li> <li>4. Environmental Impact and Management Plan</li> <li>5. Abandonment / Decommissioning / Rehabilitation Information</li> <li>6. Duly accomplished project environmental monitoring and audit Prioritization scheme (PEMAPS) questionnaire</li> <li>7. Project Components</li> </ol>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Apply online through <a href="http://www.emb.gov.ph">www.emb.gov.ph</a>	EMB Regional Office will receive the application through	NONE		EIA SECTION Staff



<p>Click ECC Online Sign Up to create account</p> <p>Complete Steps 1-6 to be able to proceed in Step 7</p> <p>In Step 7 Upload all scanned (pdf file) requirements</p>	<p>the online system by the Technical Staff (Default Receiver)</p>		<p>7 days</p>	
	<p>Technical Staff (Default Receiver) will forward the application through online system to OIC-Chief, Clearance and Permitting Division</p>	<p>NONE</p>		<p>OIC-CHIEF CLEARANCE DIVISION</p>
	<p>OIC-Chief, Clearance and Permitting Division will forward the application through online system to OIC-Chief, EIAM Section</p>	<p>NONE</p>		<p>OIC-CHIEF CLEARANCE DIVISION</p>
	<p>OIC-Chief, EIAM Section will forward the application through online system to EIAM Technical Personnel / Case Handler for substantive review and evaluation</p>	<p>None</p>		<p>EIA SECTION TECHNICAL STAFF/CASE HANDLER</p>
	<p>EIAM Technical Personnel / Case Handler will return the application through online system if there are deficiencies/lacking documents and/or if</p>	<p>Php 5,070 to be paid at Land Bank</p>		<p>EIA SECTION TECHNICAL STAFF/CASE HANDLER</p>





	the submitted documents found to be in order, the Case Handler will generate order of payment and return to the proponent for payment			
	After the Client pay the application fee, he/she will return the application through online. EIAM Technical Personnel/Case Handler will forward the application to OIC-Chief, EIAM Section for further comments/evaluation/recommendation to OIC-Chief, Clearance and Permitting Division	NONE		EIA SECTION TECHNICAL STAFF/CASE HANDLER
	OIC-Chief, EIAM Section will forward the application to OIC-Chief, Clearance and Permitting Division through online system for recommendation to the Regional Director	NONE	30 minutes without interruption	OIC-CHIEF, EIA SECTION
	OIC-Chief, Clearance and Permitting Division forward the application to Regional Director through online system for approval	NONE	30 minutes without interruption	OIC-CHIEF CLEARANCE AND PERMITTING DIVISION



	Regional Director approved the application through online system	NONE	30 minutes without interruption	OIC-REGIONAL DIRECTOR
	The client will return the notarized copy of ECC through online. EMB Regional Office will receive the duly notarized copy of the ECC through online system by the Technical Staff (Default Receiver) for repository	NONE	5 minutes	EIA SECTION
<b>TOTAL:</b>			<b>7 Days</b>	

#### 4. APPLICATION FOR CNC ONLINE

Description of the Service

<b>Office or Division:</b>	Clearance and Permitting Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
<b>Who May Avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Project Layout		Signed by a registered professional (Civil engineer or architect)		
2. Bank Receipt		Order of payment generated online and pay at any Landbank of the Philippines branches		
3. Any Government ID		Proponent ID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Apply CNC Online	System will provide guidance	NONE	5 mins	Customer / Proponent



<p>at: <a href="http://www.emb.gov.ph">www.emb.gov.ph</a></p> <p>Click CNC Online</p> <p>Sign Up to create account</p> <p>Click verify the coverage of your project and submit CNC application online</p>	<p>to the CNC Online Application</p>			
<p>Update Payment of the CNC application at the same website and Type the Application Reference No. (ARN) reflected in the Order of Payment</p>	<p>Technical Staff (Default Receiver) will forward the application through online system to the OIC-Chief, Clearance and Permitting Division</p>	<p>NONE</p>	<p>3 days</p>	<p>Customer / Proponent</p>
	<p>OIC-Chief, Clearance and Permitting Division will forward the application through the online system to OIC-Chief, EIAM Section</p>	<p>NONE</p>		<p>EMB DIRECTOR</p>
<p>Download the approved CNC through the website</p>	<p>OIC-Chief, Clearance and Permitting Division will forward the application through system online to EIAM Technical Personnel / Case Handler for substantive review and evaluation</p>	<p>NONE</p>		<p>Customer / Proponent</p>
	<p>EIAM Technical Personnel / Case Handler will forward the application through</p>	<p>NONE</p>		<p>EIA SECTION TECHNICAL STAFF/CASE HANDLER</p>



	system online if there are deficiencies / lacking documents			
	EIAM Technical Personnel / Case Handler will forward the application to OIC-Chief, EIAM Section for further comments / evaluation / recommendation to OIC-Chief, Clearance and Permitting Division	NONE		EIA SECTION TECHNICAL STAFF/CASE HANDLER
	OIC-Chief, EIAM Section will forward the application to OIC-Chief, Clearance and Permitting Division through online system for recommendation to Regional Director	NONE		CHIEF, EIA SECTION, CLEARANCE AND PERMITTING DIVISION
	OIC-Chief, Clearance and Permitting Division forward the application to Regional Director through online system approval	NONE		OIC-CHIEF CLEARANCE AND PERMITTING DIVISION
	Regional Director approved the application through online system	NONE		OIC – REGIONAL DIRECTOR
<b>TOTAL:</b>			<b>3 days</b>	

## 5. APPLICATION FOR CERTIFICATE OF NON-COVERAGE (CATEGORY C)

Description of the Service

<b>Office or Division:</b>	Clearance and Permitting Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
<b>Who May Avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Pro-forma Project Description		Proponent may download the Revised Guidelines for Coverage screening and standardized requirements under The Phil. EIS System or EMB Memorandum Circular 005 (Page 33)		
Project Description		Executed by the proponent		
Project Components list		Executed by the proponent		
Description of project phase		Executed by the proponent		
Project Emission/Effluent/Hazardous waste/Other Waste		Executed by the proponent		
1 page: collage of photos or plates of proposed project site		Executed by the proponent		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Proceed to the Officer of the Day for Proper Guidance	Provide guidance to the Clearance and Permitting Division (CPD)	NONE	2 minutes	Officer of the Day
Present documents for validation of requirements	Ensure documents presented are complete  CPD Technical Staff evaluates the documents presented  Prepare Order of Payment	NONE	30 minutes	CPD Staff



Pay the Administrative Fee	Issue Official Receipt of Payment	P 1,000.00	10 minutes	Cashier
Proceed to Receiving Clerk and have the application received by the office	Receive the letter request Refer to the Regional Director	NONE	5 minutes	Receiving Clerk
	Regional Director refers the application to the Chief-CPD for appropriate action		30 minutes	Regional Director
	Chief-CPD refers the application to OIC-Chief EIAM Section then to the Case Handler	NONE	30 minutes	Chief, Clearance and Permitting (CPD)
	Case Handler conducts substantive review / evaluation of the documents submitted  Case Handler Prepares the letter	NONE	3 hours	Case Handler
Affixes signature to the letter	A two (2) original copies of letter reproduced by the Case Handler for signature Chief-EIA Section affixes initials in the letter  Chief-CPD affixes initials in the letter  Regional Director affixes his signature	NONE	2 hours	Case Handler  Chief-EIA Section  Chief-CPD  Regional Director
<b>TOTAL:</b>			<b>1 day</b>	

## 6. APPLICATION FOR ECC MINOR AND MAJOR AMENDMENTS

Description of the Service

<b>Office or Division:</b>	Clearance and Permitting Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen	
<b>Who May Avail:</b>		
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<b>Major Amendment of ECC</b>	
	<p><b>Examples:</b></p> <ol style="list-style-type: none"> <li>1. Expansion of Project area outside the catchment or environment as described in the original EIA Report;</li> <li>2. Increase in the project size parameter by more than the corresponding coverage thresholds as indicated in Annex A; and</li> <li>3. Other types of changes which makes the EMP in the original EIA Report inadequate to address identified significant adverse environmental impacts</li> </ol> <p><i>Note: As per instruction all Major Amendment must apply online with same requirements and procedures just click ECC Amendment.</i></p>	
	Updated Geotagged photos of project site (taken for last 30 days)	You may download Geocam Free Mobile Application to take geotagged photos
	Updated Topographic Map of impact/affected areas ( <i>at least 1km from the project boundaries</i> )	You may use Google Map to take the map for project site
	Certification from LGU on the compatibility of proposed project with existing land use plan	Municipal Planning and Development Office / City Planning and Development Office
	Schematic diagram of wastewater treatment facility	Executed by the Proponent

Schematic diagram of Air Pollution Control Facility	Executed by the Proponent
Organizational Chart in-charge on environmental concerns	Executed by the Proponent
Proof of Authority over the project site (land title with lease contract, deed of absolute sale, etc.)	Executed by the Proponent
Affidavit of No Complaint	Executed by the proponent
Site Development signed by registered professionals	Registered Professional/Civil Engineer or architect
Project/Plant Layout signed by registered professionals	Registered Professional/Civil Engineer or architect
Waste Management Plan (for hospital projects)	Executed by the Proponent
Area Status Clearance issued by MGB-13 (for quarrying projects)	MGB-13
Provincial Mining Regulatory Board (PMRB) / City Mining Regulatory Board (CMRB) Certification (for quarrying projects)	PMRB / CMRB
Protected Area Management Board (PAMB) Endorsement at Protected Area Superintendent (PASu) (if the project location is within protected area)	PASu
Environmental Assessment Report from EMB and Geological Assessment Report from MGB (for sanitary landfill projects)	EMB / MGB
Geohazard Identification Report from MGB-13 (for subdivision projects)	MGB 13
Log Supply Contract (for wood processing projects)	Executed by the Proponent
Material Balance (for wood processing projects)	Proponent
Affirmed AWP/RUP (for CBFM Projects)	DENR
Certification from DPWH/NIA that the project is not within 1 km radius from government infrastructure projects	DPWH / NIA
Annual/Five Year Work Program (for quarrying projects)	Registered professional (mining engineer)
<b>If the project is owned by a corporation/cooperative;</b>	
SEC/CDA Registration	SEC/CDA
Board Resolution Authorizing the person to sign and process ECC Application	SEC
Constitution and By Laws	SEC





Articles of Incorporation	SEC
<b>Minor Amendment of ECC</b>	
<b>Examples:</b> <ol style="list-style-type: none"> <li>1. Typographical error</li> <li>2. Extension of deadlines for submission of post ECC Requirements</li> <li>3. Extension of ECC validity (should be filed three months prior to expiration)</li> <li>4. Change in company name or ownership</li> <li>5. Decrease in land/project area or production capacity</li> <li>6. Change in project layout within the same project study area without changes in process/production capacity</li> <li>7. Inclusion of components/facilities that will not pose negative impact to the environment</li> </ol>	
<b>Requirements</b>	<b>Where to secure/responsible person</b>
Letter Request ( <i>all Minor amendments</i> )	Executed by the Proponent
Copy of the Previous ECC ( <i>all Minor amendments</i> )	Executed by the Proponent
Updated Site Development/Project layout ( <i>Change in project layout within the same project study area without changes in process/production capacity</i> )	Registered Professional/Civil Engineer or architect
<ol style="list-style-type: none"> <li>1. Memorandum of Agreement between the new and previous proponent</li> </ol>	Executed by the new and previous proponent
<b>If the project is owned by a corporation/cooperative;</b> ( <i>Change in company name or ownership</i> )	
SEC/CDA Registration	
Board Resolution Authorizing the person to sign and process ECC Application	
Constitution and By Laws	
Articles of Incorporation	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Forwards the Application	EMB Regional Office will receive the application refer to the Regional Director	NONE	11 days, 3 hrs and 40 mins	Records Management Unit
	Regional Director refer the application to the Chief-CPD for appropriate action			OIC, Regional Director
	Chief-CPD refer the application to Chief EIAM Section for appropriate action	Chief, Clearance and Permitting Division		
	OIC-Chief EIAM Section refer the application to the Case Handler	OIC, Chief EIAM Section		
	Case Handler will evaluate, prepare order of payment, process the application, conduct monitoring inspection and request for additional requirement if necessary, Case Handler prepares monitoring validation report, and draft amendment	Php 1,000.00 (for minor amendment) Php 2,000.00 (for major amendment) EMB RO Cashier		EIA Section Technical Staff/ Case Handler
	OIC-Chief EIAM Section checks all necessary documents including the draft amendment	NONE	OIC, Chief EIAM Section	

	Case Handler prints the final on-site validation report, review process report and amendment letter	NONE		EIA Section Technical Staff/ Case Handler
	Chief-EIA Section affixes his initials signature	NONE	30 minutes without interruption	EIA Section Technical Staff/ Case Handler
	Chief, CPD affixes his signature as recommending authority	NONE	30 minutes without interruption	Chief, Clearance and Permitting Division
	Regional Director affixes his signature for approval	NONE	30 minutes without interruption	OIC, Regional Director
	Records Releases the granted amendment	NONE	5 minutes without interruption	Chief, Records Management Unit
<b>TOTAL:</b>			<b>12 days</b>	

## 7. APPLICATION FOR ECC WITH MULTIPLE COMPONENTS OR MODIFICATION EXPANSION

Description of the Service

<b>Office or Division:</b>	Clearance and Permitting Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen	
<b>Who May Avail:</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Geotagged photos of project site (taken for last 30 days)		You may download Geocam Free Mobile Application to take geotagged photos
Topographic Map of impact/affected areas ( <i>at least 1km from the project boundaries</i> )		You may use Google Map to take the map for project site

Certification from LGU on the compatibility of proposed project with existing land use plan	Municipal Planning and Development Office / City Planning and Development Office
Schematic diagram of wastewater treatment facility	Executed by the Proponent
Schematic diagram of Air Pollution Control Facility	Executed by the Proponent
Organizational Chart in-charge on environmental concerns	Executed by the Proponent
Proof of Authority over the project site (land title with lease contract, deed of absolute sale, etc.)	Executed by the Proponent
Affidavit of No Complaint	Executed by the Proponent
Site Development signed by registered professionals	Registered Professional/Civil Engineer or architect
Project/Plant Layout signed by registered professionals	Registered Professional/Civil Engineer or architect
Waste Management Plan (for hospital projects)	Executed by the Proponent
Area Status Clearance issued by MGB-13 (for quarrying projects)	MGB-13
Provincial Mining Regulatory Board (PMRB) / City Mining Regulatory Board (CMRB) Certification (for quarrying projects)	PMRB / CMRB
Protected Area Management Board (PAMB) Endorsement at Protected Area Superintendent (PASu) (if the project location is within protected area)	PASu
Environmental Assessment Report from EMB and Geological Assessment Report from MGB (for sanitary landfill projects)	EMB / MGB
Geohazard Identification Report from MGB-13 (for subdivision projects)	MGB 13
Log Supply Contract (for wood processing projects)	Executed by the Proponent
Material Balance (for wood processing projects)	Proponent
Affirmed AWP/RUP (for CBFM Projects)	DENR
Certification from DPWH/NIA that the project is not within 1 km radius from government infrastructure projects	DPWH / NIA
Annual/Five Year Work Program (for quarrying projects)	Registered professional (mining engineer)



<b>If the project is owned by a corporation/cooperative;</b>				
SEC/CDA Registration		SEC/CDA		
Board Resolution Authorizing the person to sign and process ECC Application		SEC		
Constitution and By Laws		SEC		
Articles of Incorporation		SEC		
<b>Fillable Forms to be downloaded in the system</b>				
8. Project Description 9. Duly notarized accountability statement of proponent 10. IEE Checklist Sworn Statement 11. Environmental Impact and Management Plan 12. Abandonment / Decommissioning / Rehabilitation Information 13. Duly accomplished project environmental monitoring and audit Prioritization scheme (PEMAPS) questionnaire 14. Project Components				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Officer of the Day for proper guidance	EMB Regional Office will receive the application	NONE	17 days, 3 hrs and 5 mins	Officer of the Day
Present documents for validation of requirements	Refer to the Regional Director	NONE		CPD Staff
	Regional Director refer the application to the Chief-CPD for appropriate action	NONE		Chief, Records Management Unit
	Chief-CPD refer the application to the Case Handler and a CPD Staff upload the application to the on-line database	NONE		OIC-Chief Clearance and Permitting Division



	<p>Case Handler will process the application, prepare the order of payment, conduct on-site inspection, and request for additional requirement if necessary</p> <p>Case Handler prepares on-site validation report, review process report, and draft the ECC ‘</p> <p>OIC-Chief EIAM Section checks all the necessary documents including the draft ECC</p> <p>Case Handler prints the final on-site validation report, review process report and the ECC</p>	<p>P5000.00 (EMB RO Cashier)</p>	<p>EIA Section Technical Staff/ Case Handler</p> <p>OIC-Chief, EIAM Section</p>
	<p>Chief-EIA Section affixes his initials signature</p>		<p>OIC-CHIEF, EIA SECTION, CPD</p>
	<p>Chief, CPD affixes his signature as recommending authority</p>		<p>OIC-CHIEF CLEARANCE DIVISION</p>
	<p>Regional Director affixes his signature for approval</p>		<p>OIC-REGIONAL DIRECTOR</p>
	<p>Records Releases the ECC approved</p>		<p>CHIEF, RECORDS</p>



				MANAGEMENT UNIT
	Records forward the Approved ECC to EIA Database Incharge to upload in the system  After uploading the Approved ECC to database the EIA Database incharge will forward it to Records for Records Keeping (30 minutes without interruption)			EIA SECTION, STAFF
<b>TOTAL:</b>			<b>18 days</b>	

## 8. APPLICATION FOR LAND CONVERSION CERTIFICATE

### Description of the Service

<b>Office or Division:</b>	Clearance and Permitting Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen		
<b>Who May Avail:</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Letter of Intent	Executed by the proponent		
Duly filled-up LUCF Form No. 6	Proponent may download the form via internet		
Land Title	Executed by the proponent		
Zoning Certification	City Planning		
Certification from CENRO certifying that the subject area is not within virgin forest, river banks, swamp forest and marshland	Concern CENRO		
Sketch Map	Executed by the proponent		
Certification fee	P200.00		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Officer of the Day for proper guidance	Provide guidance to the Clearance and Permitting Division (CPD)	NONE	1 day	OFFICER OF THE DAY
Present documents for validation of requirements	MB Regional Office receives the application	NONE		CPD STAFF
	Refer to the Regional Director			
	Regional Director refer the application to the Chief-CPD for appropriate action	NONE		OIC-REGIONAL DIRECTOR
	Chief-CPD refer the application to the OIC-Chief EIAM Section for appropriate action	NONE		CHIEF CLEARANCE DIVISION
	EIAM Section Chief evaluate the submitted documents and prepare Order of Payment	Php 50.00 (EMB RO Cashier)		OIC-CHIEF, EIA SECTION, CLEARANCE AND PERMITTING DIVISION
	EIAM Section Chief Prepares the LUC Form 6 Certificate			
	Chief CPD affixes his initial signature	NONE		OIC, CPD
	Regional Director affixes his signature for approval	NONE		OIC-REGIONAL DIRECTOR
	Records Releases the Certification	NONE	CHIEF, RECORDS UNIT	
<b>TOTAL:</b>			<b>1 day</b>	



## 9. APPLICATION FOR HAZARDOUS WASTE GENERATOR ID/ DENR ID MANUAL REGISTRATION (NEW REGISTRATION)

Description of the Service

<b>Office or Division:</b>	Clearance and Permitting Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
<b>Who May Avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent address to Regional Director		Applicant		
Accomplished HWG Registration Form		EMB Office		
Process flow diagram of all waste streams		Applicant		
Description of existing HAZARDOUS WASTE MANAGEMENT PLAN		Applicant		
Copy of Environmental Compliance Certificate (ECC/CNC)		EMB Office		
Copy of Valid Permits to Operate Pollution Control Facilities		EMB Office		
Pollution Control Officer Accreditation certificate		EMB Office		
Comprehensive contingency program and specific spill response for hazardous waste generated		Main Office or branch office of the Company/Applicant		
Certificate of training on Hazardous Waste Management, Spill Response and other relevant trainings (PCO Training Attendance)		Training Organization		
Duly notarized accountability statement on liabilities and responsibilities in case of spill or emergency		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Register in the logbook at the guardhouse	Provides magnetic ID	NONE	2 minutes	GUARD ON DUTY



Follows the instruction of the guard	Guides the client on how to use the magnetic ID and then gives instruction to proceed to the officer of the day at the ground floor lobby	NONE	2 minutes	GUARD ON DUTY
Meets the Officer of the Day for proper guidance at the ground floor lobby	Entertains and guides clients to the location of HCWP Section,	NONE	2 minutes	OFFICER OF THE DAY
	CPD asks his/her concern	NONE	5 minutes	HWCP SECTION CHIEF
Meets the focal person for Hazardous Waste Generator Registration	Evaluate application for HWG's DENR ID	NONE	20-30 minutes	HWCP SECTION CHIEF/HWCP SECTION STAFFS
	Prepares and issues Order of payment	NONE	20 days	HWCP SECTION CHIEF/ HWCP SECTION STAFFS
	Receives the registration fee and issues official receipt	Php 1040.00		CASHIERING OFFICER
	Receives the photocopied Official Receipt and attached to the evaluated HWG's DENR ID application documents	NONE		HWCP SECTION CHIEF/ HWCP SECTION STAFFS
	Informs the client as to the schedule of the on-site inspection	NONE		HWCP SECTION CHIEF/ HWCP SECTION STAFFS
	Conducts on-site inspection	NONE		HWCP SECTION CHIEF/ HWCP



			SECTION STAFFS
	Prepares on-site inspection report, HWG's DENR ID Certificates and Transmittal	NONE	HWCP SECTION CHIEF/ HWCP SECTION STAFFS
	Submits prepared inspection reports, HWG's DENR ID Certificates and transmittal to the Division Secretary for signatures of the Division Chief	NONE	HWCP SECTION CHIEF/ HWCP SECTION STAFFS
	Receives inspection reports, HWG's DENR ID Certificates and transmittal for signature of the division chief together with the complete application documents	NONE	EIA SECTION STAFF
	Submits complete application documents together with the inspection reports, HWG's DENR ID Certificates certificate and transmittal to the office of the Regional Director for RD's approval	NONE	EIA SECTION STAFF
	Receives complete application documents together with the inspection reports, HWG's DENR ID Certificates certificate and	NONE	ORD STAFF/ OIC, REGIONAL DIRECTOR



	transmittal for RD's approval			
	Receives documents with issued HWG's DENR ID Certificates certificate for barcoding	NONE		CHIEF RECORDS UNIT/STAFF
	Releases HWG's DENR ID Certificates proponent/PCO or to the person with SPA or authorization letter (on the 10 <sup>th</sup> working day)	NONE		CHIEF RECORDS UNIT/STAFF
	Files the documents to its respective folder			CHIEF RECORDS UNIT/STAFF
<b>TOTAL:</b>			<b>20 days</b>	

**10. APPLICATION FOR HAZARDOUS WASTE GENERATOR ID/ DENR ID MANUAL REGISTRATION (RE-REGISTRATION)**

Description of the Service

<b>Office or Division:</b>	Clearance and Permitting Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen	
<b>Who May Avail:</b>		
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Letter of Intent address to Regional Director	Applicant
	Accomplished HWG Registration Form	EMB Office
	Process flow diagram of all waste streams	Applicant



Description of existing HAZARDOUS WASTE MANAGEMENT PLAN		Applicant		
Copy of Environmental Compliance Certificate (ECC/CNC)		EMB Office		
Copy of Valid Permits to Operate Pollution Control Facilities		EMB Office		
Pollution Control Officer Accreditation certificate		EMB Office		
Comprehensive contingency program and specific spill response for hazardous waste generated		Main Office or branch office of the Company/Applicant		
Certificate of training on Hazardous Waste Management, Spill Response and other relevant trainings (PCO Training Attendance)		Training Organization		
Duly notarized accountability statement on liabilities and responsibilities in case of spill or emergency		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registers in the logbook at the guard house	Provides magnetic ID	NONE	2 minutes	GUARD ON DUTY
Follows the instruction of the guard	Guides the client on how to use the magnetic ID and then gives instruction to proceed to the officer of the day at the ground floor lobby	NONE	2 minutes	GUARD ON DUTY
Meets the Officer of the Day for proper	Entertains and guides clients to the location of HWCP Section, CPD	NONE	2 minutes	OFFICER OF THE DAY



	HWCP Section, CPD			
guidance at the ground floor lobby	Asks his/her concerns	NONE	(5 minutes)	HWCP Section Chief
Meets the focal person for Hazardous Waste Generator Registration	Evaluate application for HWG's DENR ID	NONE	(20-30 minutes)	HWCP Section Chief/ HWCP Section Staffs
	Receives the evaluated HWG's DENR ID application documents	NONE	20 working days	HWCP Section Chief/ HWCP Section Staffs
	Informs the client as to the schedule of the on-site inspection	NONE		HWCP Section Chief/ HWCP Section Staffs
	Conducts on-site inspection	NONE		HWCP Section Chief/ HWCP Section Staffs
	Prepares on-site inspection report, HWG's DENR ID Certificates and Transmittal	NONE		HWCP Section Chief/ HWCP Section Staffs
	Submits prepared inspection reports, HWG's DENR ID Certificates and transmittal to the Division secretary for signatures of the Division Chief	NONE		HWCP Section Chief/ HWCP Section Staffs
	Receives inspection reports , HWG's DENR ID Certificates and transmittal for signature of the division chief together with the complete application documents	NONE		Cashiering Officer



	Submits complete application documents together with the inspection reports, HWG's DENR ID Certificates certificate and transmittal to the office of the Regional Director for RD's approval	NONE		EIA Section Staff
	Receives complete application documents together with the inspection reports, HWG's DENR ID Certificates certificate and transmittal for RD's approval	NONE		-ORD Staff/OIC, Regional Director
	Receives documents with issued HWG's DENR ID Certificates Certificate for barcoding	NONE		Chief, Records Unit/Staff
	Releases HWG's DENR ID Certificates proponent/PCO or to the person with SPA or authorization Letter ( On the 10th working day)	NONE		Chief, Records Unit/Staff
	Files the documents to its respective folder			Chief, Records Unit/Staff
<b>TOTAL:</b>			<b>20 days</b>	

## 11. APPLICATION FOR UNIFORM HAZARDOUS WASTE MANIFEST FORM

Description of the Service

<b>Office or Division:</b>	Clearance and Permitting Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
<b>Who May Avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent address to Regional Director		Requesting party		
Transporter Registration Certificate		Central Office		
Permit to transport		Region where the TSD is located to be secured by the accredited transporter		
TSD Registration Certificate		Central Office		
Memorandum of Agreement		Generator and transporter		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Registers in the logbook at the guardhouse	Provides magnetic ID	NONE	2 minutes	GUARD ON DUTY
Follows the instruction of the guard	Guides the client on how to use the magnetic ID and then gives instruction to proceed to the officer of the day at the ground floor lobby	NONE	2 minutes	GUARD ON DUTY
Meets the Officer of the Day for proper guidance at the ground floor lobby	Entertains and guides clients to the location of HWCP Section, CPD	NONE	2 minutes	OFFICER OF THE DAY





Meets the focal person for Uniform Hazardous Waste Manifest Form	Evaluate the completeness of the documents	NONE	20-30 minutes	
Submits the complete/evaluated Uniform Hazardous Waste Manifest Form application	Receives the complete/evaluated Uniform Hazardous Manifest Form application for official routing	NONE	5-10 minutes	
	Record the information details on the logbook for Manifest	NONE	10-30 minutes	
Claims the Uniform Hazardous Waste Manifest Form (1-2 days after receiving of the manifest form application)	Release the Manifest form and forwards the request application request to HWTMCS for monitoring	NONE	5-10 minutes	
<b>TOTAL:</b>			<b>1 to 2 days</b>	

## 12. APPLICATION FOR SMALL QUANTITY IMPORTATION (SQI) CLEARANCE

Description of the Service

<b>Office or Division:</b>	Clearance and Permitting Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen	
<b>Who May Avail:</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
visit <a href="https://opms.emb.gov.ph/accounts/login/">https://opms.emb.gov.ph/accounts/login/</a> and Register your email ad		
Sign in with your registered email ad and password		



<p>After signing in, <b>fill in</b> the information in the <b>Application Details</b> tab and click 'next' to generate the <b>SQI Importation Application Form</b>. Download and print the form.</p>				
<p><b>Click the Attachment</b> tab and <b>upload</b> the following <b>Additional Requirements</b>:</p> <ul style="list-style-type: none"> <li>• Accomplished and notarized application form</li> <li>• Safety Data Sheet</li> <li>• Bill of Lading of Previous Importation</li> <li>• Summary of Importation/Distribution</li> <li>• 100% Composition of Ingredients disclosed to EMB-CO</li> <li>• SEC or DTI Registration</li> <li>• Business Permit – Office</li> <li>• Business Permit – Storage Facility</li> <li>• Copy of the Registration, if renewal</li> <li>• Official Receipt</li> </ul>		<p>EMB online (OPMS)</p> <p>Proponent/Supplier DTI/SEC Office City/LGU Proponent</p> <p>DTI/SEC Office City/LGU City/LGU Proponent</p> <p>EMB through LBP</p>		
<p>Click <b>Submit</b>.</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registers in the logbook at the guardhouse	Provides magnetic ID	NONE	2 minutes	GUARD ON DUTY
Follows the instruction of the guard	Guides the client on how to use the magnetic ID and then gives instruction to proceed to the officer of the day at the ground floor lobby	NONE	2 minutes	GUARD ON DUTY
Meets the Officer of the Day for proper	Entertains and guides clients to the location of HWCP Section, CPD	NONE	2 minutes	OFFICER OF THE DAY
	Orient and discuss about SQI online registration	NONE	10-30 minutes	FOCAL PERSON/ANY STAFF OF HWCP



	Prepares and issues Order of payment with complete signatories	NONE	30 min –	HWCP staff
Pays the registration fee at the Cashier's office	Receives the order of payment issued	Php 640.00	10 min – ½ day	Cashier
Provides photocopy of the official receipt	Receives and keeps photocopy of the official receipt as reference	NONE	10 minutes	HWCP staff
	Evaluate completed online registration and uploaded attachments	NONE	20-30 minutes	HWCP Section Chief/ HWCP Section Staff
Provides information during the on-site inspection	For new application, the technical staffs conduct on-site inspection  For renewal, evaluate the completeness of documents thru online and prepare the transmittal, SQI Certificate for approval	NONE	3-5 days	Assigned HWCP inspector
	Prepares on-site inspection report, SQI Certificate and Transmittal	NONE	1-2 days	Inspector
	Submits prepared inspection reports, SQI Certificates and transmittal to the Division secretary for signatures of the Division Chief	NONE	1/2 day- 1 day	Inspector



	Receives inspection reports, SQI Certificates and transmittal for signature of the division chief together with the complete application documents	NONE	1/ 2 – 1 day	Division Secretary
	Submits complete application documents together with the inspection reports, SQI registration certificate and transmittal to the office of the Regional Director for RD's approval	NONE	1/ 2 – 1 day	Division Secretary
	Receives complete application documents together with the inspection reports, SQI registration certificate and transmittal for RD's approval	NONE	1/ 2 – 1 day	ORD's secretary
	Routes approved documents for tracking	NONE	1/ 2 – 1 day	ORD's secretary
	Receives application documents with inspection reports, SQI Certificates and Transmittal for tracking	NONE	1/ 2 – 1 day	DTIS In-charge
	Forwards all documents to the Records Management Units for barcoding	NONE	1/ 2 – 1 day	DTIS In-charge



Affixes signature that he/she receives the SQI Certificate with transmittal in the log book	Barcodes and releases the SQI Certificates and the transmittal to the client	NONE	1 – 2 days	Record Management Unit In-charge
<b>TOTAL:</b>			<b>15 days</b>	

### 13. APPLICATION FOR MANUAL REGISTRATION OF CHEMICAL CONTROL ORDER FOR POLYCHLORINATED BIPHENYLS

Description of the Service

<b>Office or Division:</b>	Clearance and Permitting Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
<b>Who May Avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent address to Regional Director		Applicant		
Printed online application		EMB Office		
Emergency Preparedness and Response Plan		EMB Office		
Health and Safety Plan		EMB Office		
PCB Storage Closure Plan		EMB Office		
PCB Inventory		Applicant/PCB Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Registers in the logbook at the guardhouse	Provides magnetic ID	NONE	2 minutes	GUARD ON DUTY
Follows the instruction of the guard	Guides the client on how to use the magnetic ID and then gives instruction to proceed to the	NONE	2 minutes	GUARD ON DUTY



	officer of the day at the ground floor lobby			
Meets the Officer of the Day for proper guidance at the ground floor lobby	Entertains and guides clients to the location of HWCP Section, CPD  Asks about his/her concerns	NONE  NONE	2 minutes	OFFICER OF THE DAY  HWCP Section Chief
Meets the focal person for CCO-PCB manual Registration	Evaluate application for CCO-PCB manual registration	NONE	15 working days	HWCP Section Chief/ HWCP Section Staffs
	Prepares and issues Order of payment	NONE		HWCP Section Chief/ HWCP Section Staffs
	Receives the registration fee and issues official receipt	P 2, 840.00 (for new registrant)		Cashier
	Receives the photocopied Official Receipt and attached to the evaluated CCO-PCB registration application documents	NONE		HWCP Section Chief/ HWCP Section Staffs
	Informs the client as to the schedule of the on-site inspection	NONE		HWCP Section Chief/ HWCP Section Staffs
	Conducts on-site inspection	NONE		HWCP Section Chief/ HWCP Section Staffs
	Prepares on-site inspection report, CCO-PCB Certificates and Transmittal	NONE		HWCP Section Chief/ HWCP Section Staffs



	Submits prepared inspection reports, CCO-PCB certificates and transmittal to the Division secretary for signatures of the Division Chief	NONE	HWCP Section Chief/ HWCP Section Staffs
	Receives inspection reports , CCO-PCB Certificates and transmittal for signature of the division chief together with the complete application documents	NONE	EIA Section Staff
	Submits complete application documents together with the inspection reports, CCO-PCB registration certificate and transmittal to the office of the Regional Director for RD's approval	NONE	EIA Section Staff
	Receives complete application documents together with the inspection reports, CCO-PCB registration certificate and transmittal for RD's approval	NONE	ORD's Secretary
	Receives documents with issued CCO-PCB Certificate for barcoding	NONE	ORD's Secretary



	Releases CCO-PCB Certificate proponent/PCO or to the person with SPA or authorization letter (On the 20th working day)	NONE		Chief Records Management Unit Unit
	Files the documents to its respective folder	NONE		Chief Records Management Unit Unit
<b>TOTAL:</b>			<b>15 days</b>	

**14. APPLICATION FOR REGISTRATION FOR CHEMICALS UNDER CHEMICAL CONTROL ORDER APPLICATION (CN, Hg, Asbestos) ONLINE**

Description of the Service

<b>Office or Division:</b>	Clearance and Permitting Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
<b>Who May Avail?</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Registers in the logbook at the guardhouse	Provides magnetic ID	NONE	2 minutes	GUARD ON DUTY





Follows the instruction of the guard	Guides the client on how to use the magnetic ID and then gives instruction to proceed to the officer of the day at the ground floor lobby	NONE	2 minutes	GUARD ON DUTY
Meets the Officer of the Day for proper guidance at the ground floor lobby	Entertains and guides clients to the location of HWCP Section, CPD	NONE	2 minutes	OFFICER OF THE DAY
	Orient and discuss about CCO for CN, Hg, Asbestos online registration	NONE	10-30 minutes	Focal person/any staff of HWCPS
	Prepares and issues Order of payment with complete signatories	PhP 2,840 for new application; PhP 2,040 for renewal	30 min –	HWCPS staff
Pays the registration fee at the Cashier's office	Receives the order of payment issued	NONE	10 min – ½ day	Cashier
Provides photocopy of the official receipt	Receives and keeps photocopy of the official receipt as reference	NONE	10 minutes	HWCPS staff
	Evaluate completed online registration and uploaded attachments	NONE	20-30 minutes	HWCP Section Chief/ HWCP Section Staff
Provides information during the on-site inspection	For new application, the technical staffs conduct on-site inspection  For renewal, evaluate the	NONE	3-5 days	Assigned HWCPS inspector



	completeness of documents thru online and prepare the transmittal, CCO Certificate for approval			
	Prepares on-site inspection report, CCO Certificates and Transmittal	NONE	1-2 days	Inspector
	Submits prepared inspection reports, CCO Certificates and transmittal to the Division secretary for signatures of the Division Chief	NONE	1/2 day- 1 day	inspector
	Receives inspection reports, CCO Certificates and transmittal for signature of the division chief together with the complete application documents	NONE	1/ 2 – 1 day	Division Secretary
	Submits complete application documents together with the inspection reports, CCO registration certificate and transmittal to the office of the Regional Director for RD's approval	NONE	1/ 2 – 1 day	Division Secretary
	Receives complete application documents together with the inspection reports, CCO registration certificate and	NONE	1/ 2 – 1 day	ORD's secretary



	transmittal for RD's approval			
	Routes approved documents for tracking	NONE	1/ 2 – 1 day	ORD's secretary
	Receives application documents with inspection reports, CCO Certificates and Transmittal for tracking	NONE	1/ 2 – 1 day	DTIS In-charge
	Forwards all documents to the Records Management Units for barcoding	NONE	1/ 2 – 1 day	DTIS In-charge
Affixes signature that he/she receives the CCO Certificate with transmittal in the log book	Barcodes and releases the CCO Certificates and the transmittal to the client	NONE	1 – 2 days	Record Management Unit In-charge
<b>TOTAL:</b>			15 days	

**15. APPLICATION CCO IMPORTATION CLEARANCE (CN, Hg, Asbestos) ONLINE**

Description of the Service

<b>Office or Division:</b>	Clearance and Permitting Division		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen		
<b>Who May Avail:</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
visit <a href="https://opms.emb.gov.ph/accounts/login/">https://opms.emb.gov.ph/accounts/login/</a> and Register your email ad			
Sign in with your registered email ad and password			



<p>After signing in, <b>fill in</b> the information in the <b>Application Details</b> tab and click 'next' to generate the <b>CCO Importation Application Form</b>. Download and print the form.</p>				
<p><b>Click the Attachment</b> tab and <b>upload</b> the following <b>Additional Requirements</b>:</p> <ul style="list-style-type: none"> <li>• Accomplished and notarized application form</li> <li>• Safety Data Sheet (GHS format)</li> <li>• CCO Registration No.</li> <li>• Valid Discharge Permit or its Exemption</li> <li>• Valid Permit to Operate or its Exemption</li> <li>• Summary of Importation Data (for importers)</li> <li>• Business Permit</li> <li>• List of Users/Customer with corresponding projected/required volume (for importer/distributor)</li> <li>• Self Monitoring Report (for user/manufacturers)</li> <li>• Bill of Lading</li> <li>• Official Receipt</li> </ul>		<p>EMB online (OPMS) Proponent/Supplier EMB EMB EMB</p> <p>Proponent</p> <p>City/LGU</p> <p>Proponent</p> <p>Proponent</p> <p>Shipping Company EMB through LBP</p>		
<p>Click <b>Submit</b>.</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registers in the logbook at the guardhouse	Provides magnetic ID	NONE	2 minutes	GUARD ON DUTY
Follows the instruction of the guard	Guides the client on how to use the magnetic ID and then gives instruction to proceed to the officer of the day at the ground floor lobby	NONE	2 minutes	GUARD ON DUTY
Meets the Officer of the Day for proper guidance at the ground floor lobby	Entertains and guides clients to the location of	NONE	2 minutes	OFFICER OF THE DAY



	HWCP Section, CPD			
	Orient and discuss about Importation Clearance online registration	NONE	10-30 minutes	Focal person/any staff of HWCPS
	Prepares and issues Order of payment with complete signatories	NONE	30 min –	HWCPS staff
Pays the registration fee at the Cashier's office	Receives the order of payment issued	P 1,740.00 per chemical	10 min – ½ day	Cashier
Provides photocopy of the official receipt	Receives and keeps photocopy of the official receipt as reference	NONE	10 minutes	HWCPS staff
	Visits the website <a href="http://www.emb.gov.ph">www.emb.gov.ph</a> , click Importation Clearance Online and EMB user and then signs in  and evaluate completed online registration and uploaded attachments	NONE	20-30 minutes	HWCP Section Chief/ HWCP Section Staff
Provides information during the on-site inspection	Conducts on-site inspection	NONE	3-5 days	Assigned HWCPS inspector
	Submits prepared inspection reports and transmittal to the Division secretary for signatures of the Division Chief	NONE	1/ 2 – 1 day	Inspector
	Receives inspection reports	NONE	1/ 2 – 1 day	Division Secretary



	and transmittal for RD's approval			
	Submits inspection reports and transmittal to the office of the Regional Director for RD's approval	NONE	1/ 2 – 1 day	Division Secretary
	Receives inspection reports and transmittal for RD's approval	NONE	1/ 2 – 1 day	ORD's secretary
	Submits inspection reports and transmittal to the office of the Regional Director for RD's approval	NONE	1/ 2 – 1 day	ORD's secretary
	Receives inspection reports and transmittal for RD's approval	NONE	1/ 2 – 1 day	ORD's secretary
	Receives/files the transmittal and the generated Importation Clearance Certificate of Cyanide, Asbestos, and Mercury from online application to its respective folder	NONE	1/ 2 – 1 day	Chief, Records Unit
<b>TOTAL:</b>			<b>15 days</b>	

## 16. APPLICATION FOR THE REGISTRATION OF DEALERS, RE-SELLERS AND RETAILERS OF OZONE DEPLETING SUBSTANCES (ODS) OR FOR SERVICE PROVIDER OF ODS-USING EQUIPMENT ONLINE

Description of the Service

<b>Office or Division:</b>	Clearance and Permitting Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen	
<b>Who May Avail:</b>		
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	visit <a href="https://opms.emb.gov.ph/accounts/login/">https://opms.emb.gov.ph/accounts/login/</a> and Register your email ad	
	Sign in with your registered email ad and password	
	After signing in, <b>fill in</b> the information in the <b>Application Details</b> tab and click 'next' to generate the <b>CCO-ODS Application Form</b> . Download and print the form. Historical Sales Information	
	<p><b>Click the Attachment tab and upload the following Additional Requirements:</b></p> <ul style="list-style-type: none"> <li>● Accomplished and Notarized CCO-ODS Application Form</li> <li>● Company Profile</li> <li>● SEC or DTI Registration</li> <li>● Business Permit for Office</li> <li>● Business Permit for Storage Facility</li> <li>● Copy of the MSDS</li> <li>● Certificate of Attendance on Ozone Science and CCO for ODS</li> <li>● Certificate of Training on Handling Procedures of the Chemical (from any of the following: TESDA, Importer/Distributor)</li> <li>● Accomplished Annual Report</li> <li>● Copy of the Registration, if renewal application</li> </ul>	<p>EMB online (OPMS)</p> <p>Proponent</p> <p>DTI/SEC Office City/LGU City/LGU</p> <p>Proponent/Supplier Proponent/Training Organization</p> <p>Proponent/Training Organization</p> <p>Proponent</p>



<ul style="list-style-type: none"> <li>Official Receipt</li> </ul>		Proponent EMB through LBP		
Click <b>Submit</b> .				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registers in the logbook at the guardhouse	Provides magnetic ID	NONE	2 minutes	GUARD ON DUTY
Follows the instruction of the guard	Guides the client on how to use the magnetic ID and then gives instruction to proceed to the officer of the day at the ground floor lobby	NONE	2 minutes	GUARD ON DUTY
Meets the Officer of the Day for proper guidance at the ground floor lobby	Entertains and guides clients to the location of HWCP Section, CPD	NONE	2 minutes	OFFICER OF THE DAY
	Orient about CCO-ODS online registration	NONE	10-30 minutes	Focal person/any staff of HWCPS
	Prepares and issues Order of payment with complete signatories	NONE	30 min –	HWCPS staff
Pays the registration fee at the Cashier's office	Receives the order of payment issued	PhP 2,840 for new application; PhP 2,040 for renewal	10 min – ½ day	Cashier
Provides photocopy of the official receipt	Receives and keeps photocopy of the official receipt as reference	NONE	10 minutes	HWCPS staff





	Visits the website <a href="http://www.emb.gov.ph">www.emb.gov.ph</a> , click ODS Online and EMB user and then signs in and evaluate completed online registration and uploaded attachments	NONE	20-30 minutes	HWCP Section Chief/ HWCP Section Staff
Provides information during the on-site inspection	For new application, the technical staffs conducts on-site inspection  For renewal, evaluate the completeness of documents thru online and prepare the transmittal, ODS Certificate for approval	NONE	1-2 days	Assigned HWCPs inspector
	Prepares on-site inspection report, CCO-ODS Certificates and Transmittal	NONE	1/ 2 – 1 day	Inspector
	Submits prepared inspection reports, CCO-ODS certificates and transmittal to the Division secretary for signatures of the Division Chief	NONE	1/ 2 – 1 day	inspector
	Receives inspection reports , CCO-ODS Certificates and transmittal for signature of the	NONE	1/ 2 – 1 day	Division Secretary



	division chief together with the complete application documents			
	Submits complete application documents together with the inspection reports, CCO-ODS registration certificate and transmittal to the office of the Regional Director for RD's approval	NONE	1/ 2 – 1 day	Division Secretary
	Receives complete application documents together with the inspection reports, CCO-ODS registration certificate and transmittal for RD's approval	NONE	1/ 2 – 1 day	ORD's secretary
	Routes approved documents for tracking	NONE	1/ 2 – 1 day	ORD's secretary
	Receives application documents with inspection reports, CCO-ODS Certificates and Transmittal for tracking	NONE	1/ 2 – 1 day	DTIS In-charge



	Forwards all documents to the Records Management Units for barcoding	NONE	1/ 2 – 1 day	DTIS In-charge
Affixes signature that he/she receives the CCO-ODS Certificate with transmittal in the log book	Barcodes and releases the CCO-ODS Certificates and the transmittal to the client	NONE	1-2 days	Record Management Unit In-charge
<b>TOTAL:</b>			<b>15 days</b>	

## 17. APPLICATION FOR POLLUTION CONTROL OFFICER (PCO) ACCREDITATION

Description of the Service

<b>Office or Division:</b>	Clearance and Permitting Division		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen		
<b>Who May Avail:</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Endorsement Letter signed by Managing Head		Applicant	
<b>Appointment paper/official designation</b> from the company head as PCO of the company		Applicant	
Duly signed PCO Application Form with 2x2 picture		EMB office	
Photocopy of proof educational background <b>College Diploma/PRC License</b>		Applicant	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registers in the logbook at the guardhouse	Provides magnetic ID	NONE	2 minutes	GUARD ON DUTY
Follows the instruction of the guard	Guides the client on how to use the magnetic ID and then gives instruction to proceed to the officer of the day at the ground floor lobby	NONE	2 minutes	GUARD ON DUTY
Meets the Officer of the Day for proper guidance at the ground floor lobby	Entertains and guides clients to the location of Clearance and Permitting Division	NONE	2 minutes	OFFICER OF THE DAY
Meets the focal person for PCO accreditation application	Evaluate application for PCO Accreditation for the category the company belongs	NONE	10-30 minutes	Section Chief/ Staff/ Focal Person
Secure order of payment	Prepares and issues Order of payment	NONE	30 minutes	Section chief/staff/ focal person
Pays the PCO Accreditation Fee	Receives the clearance fee and issues official receipt	P540.00	10-30 minutes	Cashier
Provides photocopy of the official receipt	Receives the photocopied Official Receipt and attached to the documents	NONE	2 Minutes	Section chief/staff
Provides photocopy of the official receipt attached documents	Receives the photocopied Official Receipt and attached to the evaluated PCO Accreditation	NONE	5 minutes	Receiving Personnel/Secretary



	application documents			
Claims the Pollution Control Officer Accreditation Certificate, Transmittal and PCO Duties and Responsibilities	Records the PCO profile, prepares the PCO Accreditation Certificate, Transmittal for the company and PCO Duties and Responsibilities	NONE	10-14 calendar days	Focal Person for PCO Accreditation
<b>TOTAL:</b>			<b>15 days</b>	

**18. PCB INVENTORY AND PCB WASTES MANAGEMENT PLAN**

Description of the Service

<b>Office or Division:</b>	Clearance and Permitting Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
<b>Who May Avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the PCB Management Plan	Evaluate the completeness of the documents	NONE	15 working days	FOCAL PERSON FOR PCB



	If requirements are incomplete, request the PCB owner for an additional requirement.	NONE		MANAGEMENT PLAN APPROVAL
	If requirements are complete, approve the PCB Management Plan thru transmittal	NONE		
	Submits prepared transmittal of approval with the complete documents, to the OIC, Chief of HWCPS for initial signature then to Division secretary for signatures of the Division Chief	NONE		Focal person for PCB Management Plan approval
	Receives the transmittal of approval with the complete documents, for signature of the division chief together with the complete application documents	NONE		EIA Section
	Submits the transmittal of approval with the complete documents to the office of the Regional Director for RD's approval	NONE		EIA Section
	Receives the transmittal of approval with the complete documents for RD's approval	NONE		ORD Secretary



	Receives the transmittal of approval with the complete documents for barcoding (10-15 minutes)	NONE		Chief, Records Section
	Releases transmittal to the proponent/PCO or to the person with SPA or authorization Letter ( On the 10th working day)	NONE		Chief, Records Section
	Files the documents to its respective folder (2-3 minutes)	NONE		Chief, Records Section, Staff
<b>TOTAL:</b>			<b>15 days</b>	

**19. AIR, WATER, HAZARDOUS WASTE AND EIA SURVEY INSPECTION**

Description of the Service

<b>Office or Division:</b>	Clearance and Permitting Division	
<b>Classification:</b>	Simple, Complex or Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen	
<b>Who May Avail:</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
None		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
N/A	Assign EMB Technical Staff for Survey inspection to the firms/establishment whether permits (Wastewater discharge Permit & Permit to Operate/certifications (Chemical Control Orders Certificate, Environmental Compliance Certificate/certificate of Non-coverage) has been secured by the proponent as mandated by the office	NONE	1 day	SECTION CHIEF
N/A	Conduct the monitoring and prepare the survey report	NONE	2-3 days	ASSIGNED EMB PERSONNEL
N/A	For firms w/out ECC, Survey Report will be endorsed to Legal Section for issuance of Notice of Violation/Technical Conference or letter advise will be sent to the proponent to secure WDP/PO/CCOs in compliance to R.A. 6969/RA9275/R.A. 9002	NONE	1 day	ASSIGNED EMB PERSONNEL
N/A	Prepare a letter to invite the proponent/client for a Technical Conference, if there	NONE	1-2 days	ASSIGNED EMB PERSONNEL



	is no ECC, to address the violation to be handled by the Legal Section for the P.D. 1586			
N/A	If the certain firm/establishment has already secured the necessary permits/Clearance, report, survey report shall be endorsed to the Records Management for filing	NONE	1 day	ASSIGNED EMB PERSONNEL
<b>TOTAL:</b>			7 days	

## 20. MANUAL SUBMISSION OF SELF-MONITORING REPORTS (SMR)

### Description of the Service

<b>Office or Division:</b>	Environmental Monitoring and Enforcement Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen		
<b>Who May Avail:</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For ECC/CNC</b>		Clearance and Permitting Division – EIA Section	
a. Environmental Management Program			
b. Solid Waste Characterization/Information			
<b>For Hazardous Waste Registration</b>		Clearance and Permitting Division – Chemical and Hazardous Waste Section	
a. CCO Report			
b. Hazardous Waste Generator			
c. Hazardous Waste Treater/Recycler			



<b>For Permit to Operate</b>		Clearance and Permitting Division – Air and Water Permitting Section		
a. Summary of APCF/APSE				
b. Cost of Treatment				
<b>For Discharge Permit</b>		Clearance and Permitting Division – Air and Water Permitting Section		
a. Water Pollution Data				
b. Record of Cost of Treatment				
c. WTP Discharge Location				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits SMR hard copies at EMB office or thru email at embcaragasmr@gmail.com	The Chief, CPD, AWPS assign the focal person to review and evaluate the report submitted.	NONE	10 minutes	CHIEF, CPD/ CHIEF AWPS
N/A	Initial checking of SMR on the completeness of the following fields/info: signatories; presence of modules based on permits/certificates issued and the notary page.	NONE	5 minutes	SMR FOCAL PERSON
N/A	If incomplete, notify the proponent/ establishment thru letter on the lacking information and advise to send the same immediately	NONE	5 minutes	SMR FOCAL PERSON
N/A	If complete, notify the proponent/ establishment thru letter or email on the lacking information and advise to send the same immediately	NONE	5 minutes	SMR FOCAL PERSON



N/A	The SMR focal person will eventually record the compliance of the corresponding proponent/ establishment in the DTIS and database.	NONE	1 minute	CHIEF EMED DIVISION
<b>TOTAL:</b>			30 minutes	

**21. ECC COMPLIANCE MONITORING**

Description of the Service

<b>Office or Division:</b>	Environmental Monitoring and Enforcement Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
<b>Who May Avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
N/A	Target based, EIAM Personnel conducts monitoring to validate Proponent's Environmental Performance	NONE	4 firms/day	EIAM PERSONNEL



N/A	EIAM Personnel submits to Section Chief the Compliance Evaluation Report (CER) with attached ECC Compliance Monitoring Report (ECMR)	NONE	4 days	EIAM PERSONNEL/EIAM SECTION CHIEF
N/A	Section Chief reviews CER	NONE	1 day	EIAM SECTION CHIEF
N/A	If ECC violation is found, CER is endorsed to Legal Unit for issuance of Notice of Violation and invitation for Technical Conference for the resolution of violation	NONE	1 day	EIAM PERSONNEL LEGAL UNIT
N/A	If no violation, CER is endorsed to the Record Management Unit for filing and future reference.	NONE	1 day	EIAM PERSONNEL RECORDS MANAGEMENT UNIT
<b>TOTAL:</b>			<b>7 days</b>	

## 22. 10-YEAR SOLID WASTE MANAGEMENT PLAN APPROVAL

### Description of the Service

<b>Office or Division:</b>	Environmental Monitoring and Enforcement Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen	
<b>Who May Avail:</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
10 year Solid Waste Management Plan		Prepared by LGU



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
LGU submits 2 hard copies of 10-yr SWM Plan	SWM Section Staff reviews submitted plan based on the prescribed annotated outline for 10-yr SWM Plan	NONE	15 to 30 days	SWM PERSONNEL
N/A	A. If the plan is complete, case handler prepares/fill-up NSWMC forms 2 and 3 and endorses the plan to NSWMC Secretariat. LGU is also informed thru letter that the plan is endorsed.	NONE	1 to 2 days	SWM PERSONNEL
N/A	B. If the plan is incomplete, letter is prepared returning the plan to LGU with attached list of deficiency or required additional information.	NONE		SWM PERSONNEL
N/A	Resubmitted rectified plan will undergo Steps 1 to 3			
<b>TOTAL:</b>			<b>15 to 30 days</b>	



**EMB**

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**Regional Offices**  
**Internal Services**

## 1. PROCUREMENT / GENERAL SERVICES

Description of the Service

<b>Office or Division:</b>	Finance and Administrative Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
<b>Who May Avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Procurement Management Plan (PPMP)				
Purchase Request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
End-user Prepare the Purchase Request	Refer the request to Project Procurement Management Plan (PPMP)	NONE	5 minutes	GSS SECTION PERSONNEL
N/A	If requests are not in the PPMP, return to end-user for amendment	NONE	5 minutes	GSS SECTION PERSONNEL
N/A	If requests are in the PPMP, request for the quotation to different suppliers	NONE	5 minutes	GSS SECTION PERSONNEL
N/A	If biddable ABC is Php50,000 above, latest allowable time	NONE		GSS SECTION PERSONNEL



	<p>for goods 124 calendar days, infra ABC 50 million below is 113 calendar days</p> <p>if ABC is 50 Million above is 144 calendar days, consultancy is 170 calendar days. Earliest possible time for goods is 28 calendar days, consultancy is 34 calendar days per R.A. 9184</p>			
N/A	Conduct a Pre-procurement conference	NONE	5 minutes	BAC
N/A	Advertises through posting to Philgeps, conspicuous places, website, newspaper	NONE	5 minutes	BAC SECRETARIAT
N/A	If failed, re-advertise the bidding	NONE	5 minutes	BAC SECRETARIAT
N/A	If yes, conduct the Pre-bid conference including the Receipts and opening of bids	NONE	5 minutes	BAC SECRETARIAT
N/A	Conduct the Post-Qualification	NONE	1 day	THE TECHNICAL WORKING GROUP (TWG)
N/A	Issue the Notice of Award (NOA)	NONE	5 minutes	HEAD OF PROCURING ENTITY
N/A	Sign the Contract and issue the Notice to Proceed	NONE	1 day	HEAD OF PROCURING ENTITY
N/A	Prepare the Abstract of Quotation for ABC 50, 000	NONE	5 minutes	GSS SECTION





N/A	Prepare the Purchase Order (PO) for ABC 50,000 above and below	NONE	5 minutes	GSS SECTION PERSONNEL
N/A	Get the supplies	NONE		GSS
N/A	Conduct the Inspection. If there is no problem or discrepancy with the item, prepare the acceptance report for goods / Waste material report for equipment. If there's a problem or discrepancy, the supplier will be informed immediately.	NONE	5 minutes	END-USER
N/A	Issue the ARE (Acknowledgment Receipt for Equipment) if under PPE. If under Small value, ICS (Inventory of Custodian Slip) will be issued.	NONE	5 minutes	GSS SECTION PERSONNEL
<b>TOTAL:</b>			<b>45 days</b>	

## 2. PREVENTIVE MAINTENANCE SCHEDULE

Description of the Service

<b>Office or Division:</b>	Finance and Administrative Division		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen		
<b>Who May Avail:</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
N/A	Acquire the list of equipment/ facility/ building/ vehicle for a detailed reference on preparing the Annual Preventive Maintenance Plan and Annual Building Inspection Checklist for building maintenance.	NONE		Chief, GSS/Staff
N/A	Refer to Control of Records procedure for the retrieval of necessary records	NONE		Chief, GSS/Staff
N/A	Prepare an Annual Preventive Maintenance Plan which would detail the checking frequency of Equipment/ facility/ vehicle including Annual Building Inspection Checklist for building maintenance.	NONE		Chief, GSS/Staff



N/A	- Record the results of the repair and maintenance activity in the Equipment History Record.	NONE		Chief, GSS/Staff
N/A	After repair and maintenance activity refer to Monitoring Scheme of Hazardous and E-Wastes generated Work Instruction/ Guidelines for details on proper storing and disposing activities for inspection and monitoring	NONE		Chief, GSS/Staff/ TCHW Monitoring Personnel
N/A	Refer to Control of Records procedure for details on safekeeping, tracing and retrieving records for future references	NONE		Concerned Personnel
N/A	Refer to purchasing procedure for acquiring external agency for maintenance of the equipment/facility.	NONE		GSS Chief
N/A	Commence with the required activity in order to avoid unnecessary delays in the organization's operations in case the monitoring equipment are found	NONE		GSS Chief

	detective or the vehicles during the preventive maintenance activity. Please refer to the Equipment Repair procedure			
<b>TOTAL:</b>			<b>5 days</b>	

### 3. REPAIR OF EQUIPMENT

#### Description of the Service

<b>Office or Division:</b>	Finance and Administrative Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
<b>Who May Avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Automotive Technician /Mechanic fill up the Pre and Post Inspection Report Form	Provide the Pre and Post Inspection Report Form and fill up the Equipment History Record	NONE	5 minutes	Section personnel
After diagnoses, Automotive Technician /Mechanic assess if whether an	For internal repairs, identify the spare parts or items needed for the certain	NONE	5 minutes	GSS Section personnel



internal or external repair is necessary	<p>equipment/vehicle. For unavailable items, request to purchase. Refer to purchasing procedure.</p> <p>For external repairs, check the list of qualified suppliers</p>			
Automotive Technician /Mechanic fill up the Pre and Post Inspection Report Form	<p>Provide the Pre and Post Inspection Report Form</p> <p>Assess whether an internal or external repair is necessary and prepare the Job Order for repair of vehicle equipment.</p>	NONE	5 minutes	Section personnel
After diagnoses, Automotive Technician / assess if whether an internal or external repair is necessary	<p>For laboratory instruments such as calibration, it will be brought to the DOST or service provider which is ISO 9001:2015 accredited</p>	NONE	5 minutes	GSS Section personnel
	<p>For external repairs, check the list of qualified suppliers and then prepare the Job Order</p>	NONE	5 minutes	GSS Section personnel
	<p>For laboratory instruments to be brought out of the EMB Caraga premises accompanied with job order.</p>	NONE	5 minutes	GSS Section personnel



Operator /Mechanic repair the equipment. If still not functional,  Re-repair the equipment	Test Run the equipment	NONE	5 minutes	EMB INSPECTING TEAM
If repaired, Operator /Mechanic delivered back to the organization	Test run the equipment and record the results of test run and compare to the previous test results for validity	NONE	5 minutes	GSS Section personnel
	Note the significant discrepancies of the output	NONE	5 minutes	GSS Section personnel
	If results are conforming specified (requirements, accept the newly repaired and turn it over to the concerned area of use)	Depending on the repair cost	5 minutes	GSS Section personnel
	Issue payment		2-3 minutes	Maintenance Officer / Admin/ GSS
<b>TOTAL:</b>			<b>45 days</b>	

## 4. MONITORING OF VEHICLE TRAVEL

Description of the Service

<b>Office or Division:</b>	Finance and Administrative Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen
<b>Who May Avail:</b>	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled Up Trip Ticket				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up the Vehicle Request Form	GSS	NONE		GSS Chief/Staff
	Prepares the schedule of Vehicle as requested	NONE		Chief, GSS & FAD
	Driver to prepare for Driver's Trip Ticket to be approved by Regional Director or his authorized in charged	NONE		Driver, RD, authorized in charged
	Guard on duty to record the Odometer readings of departing and arriving vehicles and submit monthly to GSS Section	NONE		Guard on duty, Chief, GSS & FAD
Fills up the Driver's Trip Ticket on the travel details		NONE		Passenger
	Prepares Summary of Distance Travelled monthly	NONE		Driver, GSS Chief, FAD
	Prepares Monthly Summary of Fuel Consumption Report	NONE		GSS Chief
<b>TOTAL:</b>			<b>3 days</b>	

## 5. RECEIVING, RELEASING AND FILING OF RELEVANT DOCUMENTS/RECORDS

Description of the Service

### 5.a Receiving of Relevant Documents

<b>Office or Division:</b>	Finance and Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
<b>Who May Avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Proceed to the assigned officer of the day for guidance	Guide applicant to the concern division or personnel regarding his/her concern(s).	NONE	2 - 3 minutes	Officer of the day
Applying For ECC, Permit to Operate, Discharge Permit, CNC, HWG ID, CCO	Referred to the technical staff of CPD for guidance and evaluation	Refer to CPD Procedures Manual	30 minutes	Technical Staff of CPD
	Approved permits or clearances with affixed signatures ( assuming that all necessary	NONE	1 to 3 days	Concerned Division or Personnel





	procedures needed are done) will be forwarded to the records section			
Received the approved Permits or Clearances applied	Approved Permits or Clearances are released in the records Section thru barcoding system	NONE	2 - 5 Minutes	Records Staff
	Records Staff tracked the released permits and clearances in the DTIS	NONE	2-3 minutes	Records Staff
	Records Staff will file the documents to their respective folder (end of process)	NONE	2-3 minutes	Records Staff
<b>TOTAL:</b>			<b>3 days</b>	

**5.b Serving Communications**

<b>Office or Division:</b>	Finance and Administrative Division	
<b>Classification:</b>	Simple, Complex or Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen	
<b>Who May Avail:</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Serving communications that needs an acknowledgement letter	Received by the secretary from the ORD	NONE	1 minute	Secretary
	Secretary will forward the documents to the Regional Director for the appropriate action and assigning task to the concern division to act on the communication	NONE	2 minutes	Secretary & Regional Director
	After making some Appropriate Actions the reply letter will be forwarded to the Regional Director for his signature if acted by the concerned Division	NONE	2-3 minutes	Concerned Division
	After Affixing the signature to the letter(s) the Secretary will forward the letter(s) to the Records Section for releasing	NONE	2-3 minutes	Secretary
	The Records staff will send or mail the letters to the proponents/clients after sticking the barcode to the	NONE	2 minutes	Records Staff

	documents (releasing)			
Proceed to the records section to receive the reply or action letter from the office	If a representative from the concern company or firm is present in the office the records section will release it directly to representative	NONE	2 minutes	Records staff
	Records Staff tracked letter(s) in the DTIS	NONE	2-3 minutes	Records Staff
	Records Staff will file the documents to their respective folder in the Records room (end of process)	NONE	1 minute	Records staff
<b>TOTAL:</b>			<b>1 day</b>	

### 5.c Request for Certified True Copy

<b>Office or Division:</b>	Finance and Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
<b>Who May Avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



Proceed to the assigned Officer of the day for proper guidance Requesting for a Certified true Copy	Guide customer to the concern division or personnel regarding his/her concern(s).	NONE	2 - 3 minutes	Officer of the day
	Referred to the records section for the official receiving of the request letter	NONE	1 minute	Secretary
	Records staff will give the client the FOI form to be filled up	NONE	1-2 minutes	Secretary
	Records staff will forward the request to the MIS for document tracking and to the Secretary	NONE	1-2 minutes	Records Staff
	The Secretary will forward the Request to the Regional Director for Approval	NONE	1-2 minutes	Secretary
	After approved by the Regional Director the letter will be forwarded by the secretary to the Records Section to Provide a Copy (Assuming that the regional director will approved the request)	NONE	2-3 minutes	Secretary
	After receiving the request the records staff will prepare the requested	NONE		Records staff



	documents and the order of payment (with affixed signature from the approving authority)			
Pay the order to the Cashier	The Cashiering Unit will process the payment of the client and issue the official receipt	NONE	2-3 minutes	Cashiering Staff
Returns to the records section to present the Official receipt	Records section will check the official receipt as a proof of billing and photo copy the receipt for the office's copy	NONE	2-3 minutes	Records Staff
Receive the certified true photocopy	Give the Certified true photocopy of the document(s) on the clients	NONE	Less than 1 minute	Records Staff
	Records Staff will write his/her Updates in the routing slip the actions he/she did	NONE	Less than 1 minute	Records Staff
	Records Staff will Update the Document on the DTIS and file to the appropriate folder	NONE	Less than 1 Minute	Records Staff
<b>TOTAL:</b>			<b>1 day</b>	

## 6. FREEDOM OF INFORMATION (FOI) REQUEST

Description of the Service

<b>Office or Division:</b>	Finance and Administrative Division
<b>Classification:</b>	Simple, Complex or Highly Technical



<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
<b>Who May Avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit duly accomplished FOI Request Form to the Records Officer with supporting documents required by this Office	Provide assistance to the requesting party	NONE	30 mins	Records Officer
	Stamp 'Received' the written request for information of the requesting party indicating the date and time of receipt thereof, his/her complete name and position or designation with corresponding signature, and a copy thereof furnished to the requesting party	NONE	20 mins	Secretary, Office of the Regional Director
	Encode the details of such request in the Document Tracking System (DTIS) and allocate a computer-generated document number	NONE	30 Minutes	Personnel, MIS Unit



	RO refer the request to the Decision Maker (DM)	NONE	30 Minutes	Records Officer
	DM to decide on the request whether to grant or deny in whole or in part	NONE	3 days	Decision Maker
	If request is granted, Records Officer prepare the requested documents and indicate the amount of applicable fees	NONE	1 day	Records Officer
	Inform the requesting party in writing that the information is available for release and provide the amount to be paid within 15 working days from receipt of written request Note: The period of response may be extended for another 5 working days in case the information requested requires extensive search of office's records facilities, examination of voluminous records, or requires more time due to fortuitous events or analogous cases unless exceptional circumstances	NONE	1 day	Records Officer

	warrant a longer period.			
	Prepare and issue Order of payment to the requesting party	NONE	5 minutes	Records Officer
Pays the corresponding fee to the Cashier	Cashier receive the payment and provide requesting party copy of the receipt	NONE	5 minutes	Cashier
	Release the documents to the requesting party	NONE	30 minutes	Records Officer
	If request is denied, Records Officer prepares and sign communication informing the Requesting party that the request for information is denied	NONE	1 day	Records Officer
	Records Officer, transmit the letter to the concerned requesting party	NONE	1 day	Records Officer
<b>TOTAL:</b>			<b>Depends on the type of records requested</b>	

## 7. ADJUDICATION OF CASES

Description of the Service

<b>Office or Division:</b>	Legal Services Unit
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen
<b>Who May Avail:</b>	





CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
N/A	Receives approved inspection and monitoring reports with recommendation for the issuance of Notice of Violation	NONE	1 day	Technical Staff
N/A	Review and Evaluation on the merits of the recommendation	NONE	3 days	Legal Officer
N/A	Issuance of Notice of Violation if reports warrant the same.	NONE	1 day	Legal Officer
N/A	Conduct of Technical Conference after seven-(7) days from issuance of NOV	NONE	1 day	Presiding Officer
N/A	Issuance of Formal Order	NONE	15 days	Legal Officer
N/A	1. If respondent moved for reconsideration and/or appeal the formal Order, Review and evaluate the MOR.	NONE	15 days	Legal Officer Regional

	2. With recommendation to RD whether or motion for reconsideration is granted			
N/A	Final Decision from the Regional Director as to the resolution of the Motion for Reconsideration	NONE	15 days	Director/Legal Officer
N/A	Dismissal Order upon compliance of the inked commitments and payment of penalty	NONE	5 days	
<b>TOTAL:</b>			<b>56 days</b>	

## 8. HANDLING OF CLIENTS FEEDBACK / SATISFACTION

Description of the Service

<b>Office or Division:</b>	Planning and Information System Management Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
<b>Who May Avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

Clients will rate the services provided to them before leaving the office	The assigned Officer of the day will approach and request the outgoing clients to give a rating using the Client Satisfaction Survey System	NONE	5 to 10 Seconds	Officer of the day
	Request Report of the client satisfaction from the system	NONE	1 minute to 3 minutes	QEMC
	Extract Report of the client satisfaction from the system	NONE	5 minutes to 10 minutes	MIS
	Report the results of the analysis and improvement initiatives to Top Management during the scheduled Management review every quarter	NONE	30 minutes	QEMC / Top Management
<b>TOTAL:</b>			<b>1 day</b>	

## 9. ISSUANCE OF OFFICIAL RECEIPT

Description of the Service

<b>Office or Division:</b>	Finance and Administrative Division		
<b>Classification:</b>	Simple, Complex or Highly Technical		
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen		
<b>Who May Avail:</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Cashier and present the Order of Payment and tender payment	Receives completely filled-up Order of Payment with fund code and receives cash or cash payment from client	NONE	2 minutes	CASHIER
N/A	Identifies the appropriate fund for the payment based on the fund code indicated in the Order of Payment and issues its corresponding Official Receipt	NONE	5 minutes	CASHIER
N/A	Provides client one (1) Original Copy of the Order of payment and the Original copy of the Official Receipt	NONE	2 minutes	CASHIER
N/A	Prepares and submits monthly Report of Collections to the COA and accounting office.	NONE	2 days	CASHIER
<b>TOTAL:</b>			<b>2 days</b>	

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## **FEEDBACK AND COMPLAINTS MECHANISM**

1. Complaints from concerned party are officially received.
2. Receiving clerk records nature of complaint
3. Complaint through letter, call or text message or memorandum from Central Office (for complaint lodge through Office of the President-President Complaint Center) is referred to the Regional Director;
4. Regional Director endorses the subject complaint to Environmental Monitoring and Enforcement Division (EMED) Chief; (30 mins)
5. Chief, EMED endorses complaint letter, call or text message to the Water and Air Quality and Pollution Control Management Section (WAQPCMS) or other concerned sections for the conduct of investigation/validation of the complaint in coordination with the DENR CENRO, PEMU and other concerned agencies (LGU, etc.);
6. Section Chief concerned assigns technical staff to conduct investigation within 72 hours. Sampling is done, when necessary
7. Technical staff who responded to the complaint prepares report and submits to Chief, EMED for review and recommendation (s) to the Regional Director
8. The Regional Director issues the notice of violation with technical conference when the subject complaint violates the environmental laws implemented by EMB, or refer the complaint to the concerned LGU when complaint involves nuisance or to other agencies where the violation falls the mandate of other implementing agencies;
9. The Regional Director provides information to the complainant when possible, and Central Office (for complaint lodge through Office of the President-President Complaint Center) on the action taken on the subject complaint copy furnished the Office of the President-President Complaint Center, the DENR RED and other Central Office concerned officials.



## DIRECTORY OF KEY OFFICIALS

Name of Official	Position Title per Plantilla	Designation	Province /Division /Section	Complete Office/Mailing Address	Contact Number/s	Email Address
<b>Albert G. Arcamo</b>	Office of the Regional Director	OIC, Regional Director	Office of the Regional Director	Prk. 05, Barangay Ambago, Butuan City, 8600	(085) 342-5332 (085) 342-1877 (085) 341-3826 (085) 817-1841	arcamoalbert@gmail.com
<b>Joy C. Maagad</b>	Office of the Regional Director	Head Executive Assistant	Office of the Regional Director	Prk. 05, Barangay Ambago,	(085) 342-5332 (085) 342-1877 (085) 341-3826 (085) 817-1841	jmaagad2002@gmail.com
<b>Ramon S. Abogadie</b>	Clearance and Permitting Division	OIC-Chief, CPD	Clearance and Permitting Division	Butuan City, 8600	(085) 342-5332 (085) 342-1877 (085) 341-3826 (085) 817-1841	ramonjamesabogadie@gmail.com
<b>Renato C. Tacubao</b>	Environmental Monitoring and Enforcement Division	OIC-Chief, EMED	Environmental Monitoring and Enforcement Division	Prk. 05, Barangay Ambago,	(085) 342-5332 (085) 342-1877 (085) 341-3826 (085) 817-1841	Rctacubao4@gmail.com
<b>Taha G. Mauna, Jr.</b>	Finance and Administrative Division	OIC-Chief, FAD	Finance and Administrative Division	Prk. 05, Barangay Ambago, Butuan City, 8600	(085) 342-5332 (085) 342-1877 (085) 341-3826 (085) 817-1841	