



Office of the Municipal Environment and Natural Resources

External Services



1. Request for seedlings (Native Forest Tree)

Global warming and climate change is a threat to all mankind. The office encourages everyone to participate in tree growing and tree planting activities to mitigate the growing negative effects of the said phenomena. Academe, students, partner NGOs and concerned citizens may come to the office to request for seedlings for their tree planting activities.

Office or Division:	Municipal Environment and Natural Resources Office/Forest and Watershed Management			
Classification:	Simple			
Type of Transactions:	Government to Citizens (G2C); Government to Government (G2G)			
Who may avail:	All			
Checklist of requirements		Where to secure		
1. Letter Request or duly accomplished seedling request form.		The letter request must be prepared by the client. However, in the absence of letter request, the client may get the Seedling Request Form from the MENRO Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the letter request or the duly accomplished seedling request form to the office. <i>(Note: Clients are advised to wash and sanitize their hands before entering the office.)</i>	1. Receive the letter request or the seedling request form	None	5 Minutes	<i>MENRO Clerk/Staff</i> (Office of the Municipal Environment and Natural Resources)
2. Write the details and information of the client and the purpose in the office's log book	2. Inquire as to what is the purpose and where will the seedlings be used	None	30 Minutes	<i>MENRO Clerk/Staff</i> (Office of the Municipal Environment and Natural Resources)
3. Wait for the confirmation on the availability of seedlings	3. Ask the YOCENCA Caretaker or the Watershed Maintainer regarding the seedlings availability and inform the client afterwards	None	40 Minutes	<i>MENRO Clerk/Staff Office Head</i> (Office of the Municipal Environment and Natural Resources)



<p>4. If the seedlings are available, go to YOCENCA to get the requested seedlings</p>	<p>4. Direct the clients to the place that houses the seedlings</p>	<p>None, however if requested seedlings exceed more than 100, clients are advised to provide potting bags</p>	<p>1-2 days</p>	<p><i>MENRO Clerk/Staff YOCENCA Caretakers Watershed Maintainers (Office of the Municipal Environment and Natural Resources)</i></p>
<p style="text-align: right;">Total</p>		<p>None; Potting bags if requested seedlings exceeds more than 100</p>	<p>1-2 days and 75 minutes</p>	



2. Tree Planting Coordination

Government Offices, Non-Government Organizations, Academe, Graduating Students, Environmental Youth Organizations and concerned individuals should coordinate with the office for their tree planting activities.

Office or Division:	Municipal Environment and Natural Resources Office/Forest and Watershed Management			
Classification:	Simple			
Type of Transactions:	Government to Citizens (G2C); Government to Government (G2G)			
Who may avail:	All			
Checklist of requirements		Where to secure		
1. Coordination Letter		Letter must be made by the requesting party.		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the coordination letter to the office (<i>Clients are advised to wash and sanitize their hands before entering the office</i>)	1. Receive the letter from the client	None	3 Minutes	<i>MENRO Clerk/Staff MENRO Head (Office of the Municipal Environment and Natural Resources)</i>
2. Provide information and details in the office's logbook	2. Inquire for further details about the requested activity	None	10 Minutes	<i>MENRO Clerk/Staff MENRO Head (Office of the Municipal Environment and Natural Resources)</i>
3. Set the time and date and the expected number of people to participate in the activity	3. Check on the YOCENCA Caretaker and Watershed Maintainer of the seedlings' availability	None	30 Minutes	<i>MENRO Clerk/Staff MENRO Head (Office of the Municipal Environment and Natural Resources)</i>
4. Wait for the confirmation on the availability of seedlings	4. Inform the client about the availability status and assign a place for the activity	None	10 Minutes	<i>MENRO Clerk/Staff MENRO Head (Office of the Municipal Environment and Natural Resources)</i>



5. Conduct tree planting	5. Assist the clients in preparing the area and guiding the participants	None	1 day	YOCENCA Caretaker Watershed Maintainer (Office of the Municipal Environment and Natural Resources)
Total		None	1 day and 53 minutes	

3. Request for Tree Planting Certificate

Clients may request for a Certificate of Tree Planting at the Municipal Environment and Natural Resources Office.

Office or Division:	Municipal Environment and Natural Resources Office/Forest and Watershed Management			
Classification:	Simple			
Type of Transactions:	Government to Citizens (G2C); Government to Government (G2G)			
Who may avail:	All			
Checklist of requirements		Where to secure		
1. Photo documentation (preferably soft copy)		Photo documents shall be provided by the requesting party		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for a tree planting certificate and provide other information needed (<i>Clients are advised to wash and sanitize their hands before entering the office</i>)	1. Ask the client to fill in their details in the logbook as well as other needed info (designation, place, date and time, and the number of seedlings planted)	None	10 Minutes	MENRO Clerk/Staff (Office of the Municipal Environment and Natural Resources)
2. Submit the photo to the staff	2. Receive the photo for MOV purposes	None	5 Minutes	MENRO Clerk/Staff (Office of the Municipal Environment and Natural Resources)
3. Wait for the certificate to be made	3. Make the tree planting certificate	None	20 Minutes	MENRO Clerk/Staff (Office of the Municipal Environment and Natural Resources)



4. Receive the Tree planting certificate	4. Give the tree planting certificate to the client	None	5 Minutes	<i>MENRO Clerk/Staff</i> (Office of the Municipal Environment and Natural Resources)
Total		None	40 Minutes	

4. Garbage Collection

Collection of garbage is done regularly and there is a specific type of garbage to be collected each day. Citizens are advised to segregate their wastes properly. “No Segregation, No Collection” Policy is being imposed. Due to the limited amount of wastes the garbage vehicle could accommodate, garbage collection only covers the 13, Poblacion barangays as of the moment.

Office or Division:	Municipal Environment and Natural Resources Office/Solid Waste Management			
Classification:	Simple			
Type of Transactions:	Government to <i>Client</i> (G2C)			
Who may avail:	Residents of Poblacion Barangays and special areas such as the quarantine and isolation facilities and the municipal hall			
Checklist of requirements			Where to secure	
None. They need only to segregate their wastes at the source and made sure to disinfect it before putting it in a secure container			None	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Household owners and caretakers of the quarantine and isolation facilities should segregate the wastes	1. Provide fuel for the collection vehicle	None	1 day	<i>MENRO Head MENRO Clerk</i> (Office of the Municipal Environment and Natural Resources)
2. Assigned officials of the respective barangays will collect the wastes	2. Prepare the collection vehicle and necessary PPEs	None	2 hours	<i>Garbage Collectors</i> (Office of the Municipal Environment and Natural Resources)
3.1 Collected household wastes must be placed at the barangay MRF	3.1 Collect the segregated household wastes from the 13 barangay MRFs	None	3 hours	<i>Garbage Collectors</i> (Office of the Municipal Environment and Natural Resources)



3.2 Segregated wastes from the quarantine and isolation facilities must be placed in their designated pick-up point	3.2 Collect the segregated wastes by office and from the designated pick-up points of the quarantine and isolation facilities	None	2 hours	<i>Garbage Collectors</i> (Office of the Municipal Environment and Natural Resources)
4. Disinfect the collection point/area after the collection service was done	4. Transport the collected wastes to the central MRF in barangay Sta. Cruz, Salcedo, Eastern Samar	None	3 hours	<i>Garbage Collectors</i> (Office of the Municipal Environment and Natural Resources)
Total		None	1 day and 10 hours	

5. Request for Certificates of Inspection of Fishing Gears and Mari-culture Projects

Fisher folks are required to renew their fishing permit/permission to operate annually. Prior to getting the permit, they must first get their gears and mari-culture projects inspected and secure a certificate of inspection from the MENRO.

Office or Division:	Municipal Environment and Natural Resources Office/Coastal and Resource Management			
Classification:	Simple			
Type of Transactions:	Government to Citizens (G2C)			
Who may avail:	Fisher folks			
Checklist of requirements			Where to secure	
1. For fishing nets - a sample of their fishing nets 2. For mari-culture projects - geographical coordinates of the proposed project 3. For other gears - clients may provide a sample or photo of the actual gear			1. Clients should be the one to provide the sample of their fishing gears; for gears, other than the fishing net, photo or actual gear may be provided, whichever is applicable 2. Geographical coordinates of the area will be plotted in and obtained through the google earth application	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for a certificate of Inspection	1. Ask the clients to fill in their details on the office's logbook	None	10 Minutes	<i>MENRO Clerk/Staff</i> (Office of the Municipal Environment and Natural Resources)



<p>2.1. For fishing net and other fishing gears: a. Provide a sample of their fishing gear</p> <p>2.2 For mari-culture projects: a. Help the office staff to locate the area on google map</p>	<p>2.1 For fishing net and other fishing gears: a. Determine the mesh size, width, and length of the net b. Determine the type, size, and other details (for gears other than fishing net)</p> <p>2.2 For mari-culture projects: a. Determine the geographical coordinates and the area of the proposed project</p>	None	20 Minutes	<p><i>MENRO Clerk/Staff</i> (Office of the Municipal Environment and Natural Resources)</p>
<p>3. Wait for the certificate to be processed</p>	<p>3. Make the certificate; encode the details (e.g. mesh size, width, length, area, and geographical coordinates) according to their request (i.e. fishing gears or mari-culture projects)</p>	None	20 Minutes	<p><i>MENRO Clerk/Staff</i> (Office of the Municipal Environment and Natural Resources)</p>
<p>4. Receive the certificate</p>	<p>4. Print and sign the certificate (3 copies). Advise the client to give 1 copy to the office after payment was made at the Treasurer's Office</p>	None	5 Minutes	<p><i>MENRO Clerk/Staff</i> <i>MENRO Head of Office</i> (Office of the Municipal Environment and Natural Resources)</p>
<p>5. Pay for the certificate at the Treasurer's Office</p>	<p>5. Receive the copy of the certificate and keep it on a folder.</p>	Php. 100	30 Minutes	<p><i>MTO personnel</i> (Office of the Municipal Treasurer)</p>
Total		Php. 100	1 hour and 25 Minutes	



6. Fish Examination

If a fish is suspected to be caught by the use of dynamite/blast fishing, a request for fish examination can be made at the office of the municipal environment and natural resources.

Office or Division:	Municipal Environment and Natural Resources Office/Coastal Resource Management			
Classification:	Simple			
Type of Transactions:	Government to Citizens (G2C)			
Who may avail:	All			
Checklist of requirements			Where to secure	
1. Sample of fish suspected of dynamite/blast fishing (preferably fresh)			Fish samples to be brought to the office must be from among the fishes suspected of dynamite/blast fishing	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the fish sample to the office <i>(Clients are advised to wash and sanitize their hands before entering the office)</i>	1. Receive the fish sample and ask the client to fill in their details	None	10 Minutes	<i>MENRO Clerk/Staff MENRO Head of Office</i> (Office of the Municipal Environment and Natural Resources)
2. Provide information on the date, time, place, where the fish is obtained and other information that might be requested by the office regarding the sample	2. Ask for other details regarding the fish sample that would be useful in the next steps of the process	None	20 Minutes	<i>MENRO Clerk/Staff MENRO Head of Office</i> (Office of the Municipal Environment and Natural Resources)
3. Leave contact details	3. Conduct the fish examination	None	1 day	<i>MENRO Head of Office</i> (Office of the Municipal Environment and Natural Resources)
4. Wait for the fish examination result	4. Prepare the fish examination Report	None	1 hour	<i>MENRO Clerk/Staff MENRO Head of Office</i> (Office of the Municipal Environment and Natural Resources)
5. None	5.1 If the fish sample is found positive, proceed with the filing of the case	None	1 day	<i>MENRO Head of Office</i> (Office of the Municipal Environment and Natural Resources)



	<p>5.2 If the fish sample is found negative but someone could testify and provide proof that the fish was indeed caught by dynamite/blast fishing, proceed with the filing of the case</p> <p>5.3 If the fish sample is found negative and no other support or claim against the suspected person is provided, do not proceed with the filing of the case</p>			
6. None	6. Keep the samples preserved with formaldehyde placed in a secure and properly labeled container for record keeping and future references	None	10 Minutes	<i>MENRO Clerk/Staff</i> <i>MENRO Head of Office</i> (Office of the Municipal Environment and Natural Resources)
	Total	None	2 days, 1 hour, and 40 minutes	



7. Resolution of Environmental Concern/Complaints

Clients may settle their complaints regarding issues on environmental exploitation and other environmental concerns at the office of the municipal environment and natural resources.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Complex			
Type of Transactions:	Government to Citizens (G2C); Government to Government (G2G)			
Who may avail:	All			
Checklist of requirements			Where to secure	
1. Letter of complaint (if available) 2. Photo/Video evidences or any other documents that could support the complaint			Letter of complaint along with the supporting documents must be provided by the client. Clients may report complaints to the office without the letter but the photo/video and other evidences must be present	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Report to the office. Submit the letter of complaint (if available) <i>(Clients are advised to wash and sanitize their hands before entering the office)</i>	1. Receive the letter (if there is any). Ask the client to fill in their information in the log book	None	5 minutes	<i>MENRO Clerk/Staff</i> (Office of the Municipal Environment and Natural Resources)
2. Provide further important details about the concern/issue reported to the office	2. Ask for an in-depth and detailed information about the concern/issue received from the client	None	1 hour	<i>MENRO Head-of-Office</i> <i>MENRO Clerk/Staff</i> (Office of the Municipal Environment and Natural Resources)
	3. Conduct a site inspection for verification and further data gathering	None	1 day	<i>MENRO Head-of-Office</i> <i>MENRO J.O.</i> (Office of the Municipal Environment and Natural Resources)
	4. Issue a Notice of Violation, Cease and Desist Order, or Warning or whichever is applicable for the certain concern/issue received by the office	None	1 hour	<i>MENRO Clerk/Staff</i> (Office of the Municipal Environment and Natural Resources)



	5. Monitor compliance of the person concerned after 3 days	None	3 days	<i>MENRO Head-of-Office</i> <i>MENRO J.O.</i> (Office of the Municipal Environment and Natural Resources)
	6. For unresolved issues, endorse and coordinate with higher authorities for appropriate action	None	1 day	<i>MENRO Head-of-Office</i> (Office of the Municipal Environment and Natural Resources)
Total		None	5 days, 2 hours, and 5 minutes	

8. Survey of Marine Protected Area

Office or Division:	Municipal Environment and Natural Resources Office/Coastal Resource Management			
Classification:	Complex			
Type of Transactions:	Government to Citizens (G2C)			
Who may avail:	Marine Protected Area Management Council			
Checklist of requirements			Where to secure	
Letter Request			The management council through its representative should submit the letter request	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit a letter requesting for a survey of a marine protected area <i>(Clients are advised to wash and sanitize their hands before entering the office)</i>	1. Receive the letter and asked the client to fill in his details in the office logbook	None	5 minutes	<i>MENRO Clerk/Staff</i> (Office of the Municipal Environment and Natural Resources)
2. State the purpose of the request	2. Inquire for further details on the purpose of the request	None	30 minutes	<i>MENRO Head-of-Office</i> (Office of the Municipal Environment and Natural Resources)
3. Agree on the date and time for the survey	3. Agree on the date and time for the survey	None	30 minutes	<i>MENRO Head-of-Office</i> (Office of the Municipal Environment and Natural Resources)



4. Prepare the area and brief the organization prior to the conduct of the survey	4. Plan the method to be used in the survey; Prepare the gears and equipment needed for the survey	None	1 day	<i>MENRO Head-of-Office</i> <i>MENRO Clerk/Staff</i> (Office of the Municipal Environment and Natural Resources)
5. Assist in the conduct of the survey	5. Conduct the Marine Protected Area Survey	None	1 day	<i>MENRO Head-of-Office</i> (Office of the Municipal Environment and Natural Resources)
6. Wait for the result/data	6. Processed and analyze the data	None	2 days	<i>MENRO Head-of-Office</i> <i>MENRO Clerk/Staff</i> (Office of the Municipal Environment and Natural Resources)
7. Receive the copy of the report	7. Provide a copy of the report	None	5 minutes	<i>MENRO Clerk/Staff</i> (Office of the Municipal Environment and Natural Resources)
Total		None	4 days and 70 minutes	