



Citizen's CHARTER

GUIMARAS ENVIRONMENT AND NATURAL RESOURCES OFFICE

1) PROCESSING OF REQUEST FOR SEEDLINGS

Schedule of Availability of Service:

(8:00 AM – 5:00 PM) Monday- Friday with no noon break

Who may avail the Services: Landowners, Government Agencies, Non – Government Organizations, Community and Other Stakeholders

What are the requirements: 1.) 1 Copy of Tax Declaration/CLOA (photocopy)

Sketch of the Planting Site

2.) 1 Copy of Official Receipt on latest tax Paid (Photocopy)

3.) 1 pc. picture of the Planting Site (facing east & west)

Duration: 2 Hours

How to avail the service:

STEP	CLIENTS/GUEST	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1.	Submits letter requests and other requirements.	Gives request for seedlings form	5 minutes	Section Personnel		Request for seedlings form
2.	Fills-up and submit duly accomplished request form.	Receives & check the availability of requested seedlings	10 minutes	Section Personnel		
		Verifies and attach required documents and forward to Department Head	10 minutes	Section Personnel		
		Signs and approve documents	5 minutes	Department Head		
		Returns approve requests for release	3 minutes	Department Head		
		Prepares seedlings release voucher and forward to Department Head	5 minutes	Section Personnel		Seedlings Release Voucher
		Signs and approved documents	5 minutes	Department Head		
		Returns approved seedlings release voucher	3 minutes	Department Head		
		Record and release seedlings release voucher to client	4 minutes	Section Personnel		
		Gives direction/accompany client to the Provincial Nursery	10 minutes	Section Personnel		
3.	Present Seedling Release Voucher to Personnel in Charge at Provincial Nursery.	Receives seedlings release voucher and prepare requested # of seedlings and release to client.	1 hour (depends on the # of seedlings requested)	Nursery Personnel In-charge		
END OF TRANSACTION						

2) ISSUANCE OF CERTIFICATION FOR MONTHLY PRODUCTION REPORTS OF QUARRY & SAND AND GRAVEL PERMIT HOLDER

Schedule of Availability of Service:

(8:00 AM – 5:00 PM) Monday- Friday with no noon break

Who may avail the Services: Quarry and Sand & Gravel Permit Holders

What are the requirements: Monthly Production Report duly signed by Permittee and attested by the Punong Barangay concerned

Duration: 25 Minutes

How to avail the service:

STEP	CLIENTS/GUEST	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1.	Submits duly signed and attested Monthly Production Report.	1.1 Receives, stamps and examines Monthly Production Report.	10 minutes, depending on volume in MPR	Personnel In-charge and Department Head		GENRO Form
2.	Signs on client's logbook.	1.2 Prepares and issues Memo of Payment (MOP) for payment of client to Provincial Treasurer's Office.	10 minutes, depending on volume in MPR	Personnel In-charge and Department Head PTO	P15.00/m3 for SAG Tax, P5.50/m3 for Quarry Tax	GENRO Form
3.	Receives MOP and pays to PTO.	2.1 Prepares certification and have it signed by the Department Head and issue certification to client.	5 minutes	Personnel In-charge and Department Head	P55.00 for certification	GENRO Form
4.	Receives certification.					
END OF TRANSACTION						

3) ISSUANCE OF DELIVERY RECEIPT TO QUARRY & SAND AND GRAVEL PERMIT HOLDERS

Schedule of Availability of Service:

(8:00 AM – 5:00 PM) Monday- Friday with no noon break

Who may avail the Services: Quarry and Sand & Gravel Permit Holders

What are the requirements: Request for Delivery Receipt

Duration: 15 Minutes

How to avail the service:

STEP	CLIENTS/GUEST	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1.	Submits request for Delivery Receipts (DR)	3.1 Prepares Request for DR and have it signed by the Department Head. Issues request for DR to Client.	3 minutes	Personnel In-charge and Department Head		GENRO Form
2.	Receives request and buys of DRs for to PTO.			PTO	P130.00/Stub of DR	PTO issued DR
3.	Returns to office for DR validation. Client receives DRs	3.2 Stamps DRs and validates thru signature. Releases DR to client and have him acknowledge receipt on the logbook.	12 minutes/stub of DR	Section Chief/ Department Head		Validated DR's
END OF TRANSACTION						



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4) ISSUANCE OF ORE TRANSPORT PERMIT (OTP) TO QUARRY & SAND AND GRAVEL PERMIT HOLDER

Schedule of Availability of Service:

(8:00 AM – 5:00 PM) Monday- Friday with no noon break

Who may avail the Services: Quarry and Sand & Gravel Permit Holders

- What are the requirements:**
1. Application for Ore Transport Permit
 2. Delivery Receipt
 3. Purchase Order or Contract of Sale of Mineral Product

Duration: 25 Minutes

How to avail the service:

STEP	CLIENTS/GUEST	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1.	Submits Application for OTP	1.1 Receives examines and stamps Ore Transport Permit Application.	5 minutes	Personnel In-charge and Department Head		GENRO Form
2.	Signs on client's logbook	1.2 Prepares and issue Memo of Payment (MOP). Payment of client to Provincial Treasurer's Office.	5 minutes	Personnel In-charge and Department Head	P1,298.00/OTP (Basic Charge)	GENRO Form
3.	Receives MOP and pays to PTO	2.1 Prepares OTP and have it signed by client (conformity) and Department Head.	15 minutes	Personnel In-charge and Department Head		GENRO Form
	Receives OTP	Issues OTP to client.				
END OF TRANSACTION						

4) PROVISION OF REQUEST FOR TECHNICAL ASSISTANCE/ ENVIRONMENTAL COMPLAINTS

Schedule of Availability of Service:

(8:00 AM – 5:00 PM) Monday- Friday with no noon break

Who may avail the Services: Landowners, Government Agencies, Non – Government Organizations, Community and Other Stakeholders

What are the requirements: Letter Request for Technical Assistance

Duration: 35 Minutes

How to avail the service:

STEP	CLIENTS/GUEST	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1.	Submits letter requests for technical assistance and or complaint letter.	Receives, records letter requests and forward to Department Head.	5 minutes	Section Personnel		
		Department Head read letter requests and notes to concerned Section Head for information and or appropriate action.	10 minutes	Department Head		
		Section Head read and review request and prepares document needed for the request and forward to DH for approval.	10 minutes	Section Personnel		
		Department Head approval.	5 minutes	Department Head		
		Releases and records approved documents needed for the conduct of technical assistance and or site inspection.	5 minutes	Section Personnel		
	Client satisfies					
END OF TRANSACTION						

For queries and / or clarifications, please call 581-2174 or email genroguimaras@yahoo.com and look for Mr. Leonard S. Pasiderio.