



MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE (MENRO)

Mandate:

To protect, preserve and conserve the environment achieve through shared responsibility in the full implementation of national laws, rules, regulations, orders, and memoranda on the environment including resolutions and ordinances issued by the Local Government Unit(LGU)

Vision:

We envision a healthy municipality with sustainable and comprehensive natural resources and environmental management effected by a responsible society.

Mission:

The Municipality of Tuba commits to policies enjoining multi-sectoral participation for effective and efficient natural resources and environmental management to ensure a healthy municipality.

SERVICE PLEDGE

We, employees of the Municipal Environment and Natural Resources Office, Local Government of Tuba, with the guidance of God Almighty, do hereby pledge to serve efficiently, courteously, justly, and no impartially from Mondays to Fridays starting 8:00 am to 5:00 pm.

Responsible for the needs of our stakeholders as well as the transacting public.

Value every citizen's comments, suggestions, and needs especially the poor, underprivileged, and those with special needs such as the disabled and elderly.

Initiate immediate action in rendering technical and support assistance to clientele.

Committed to serving the public with integrity and dedication.

All these we pledge because you are our priority.

Citizen's Charter



External Services

1. Inspection Report for Business Permits

Inspection Report relative to the Issuance of Indorsement and/or Resolution Interposing no Objection to the following businesses:

- a. Industrial Sand and Gravel
- b. Large and Small Scale Mining Operations
- c. Hydro Power Plant
- d. Waste to Energy Project
- e. Sanitary Landfill
- f. Mining Exploration
- g. Crushing/Commercial Sand and Gravel
- h. Water Permit Application
- i. Cell sites and other Telecommunication facilities
- j. Other projects and businesses requiring endorsement or interposing no objection.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Highly Technical			
Type of Transaction:	G2G-Government to Government, G2B- Government to Business			
Who may avail:	Business Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of endorsement		Sangguniang Bayan/Mayor's Office		
2. 1 original copy Barangay Business Clearance		Barangay		
3. 1 original copy Sangguniang Barangay Resolution of Indorsement and/or interposing no objection by the Barangay where the project and/or business will be conducted.		Barangay		
4. 1 Xerox copy Minutes of the Public Consultation conducted by the applicant with the residents of the barangay concerned.		Barangay		
5. 1 Xerox copy Attendance during the consultation.		Barangay		
6. 1 duplicate copy Topographic Plan/Vicinity Plan of the project duly signed and sealed by a licensed Geodetic Engineer.		Geodetic Engineer		
7. 1 Certified True Copy of the proof of ownership and/or joint venture agreement or any other agreements of similar nature, if applicable.		Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Received the required documents and check for completeness	NONE	5 Minutes	Administrative Aide III
2. Get the schedule of inspection	2. Schedule date of inspection	NONE	5 Minutes	MENRO, EMS II, EMS I



3. Accompany Inspection Team	3. Site Inspection	NONE	1 Day	MENRO, EMS II, EMS I w/ SB
4. Payment of Inspection fee to the Treasury Office	3. Issue an order of payment and check the official receipt.	For projects covering five hectares and below – Php500.00	5 Minutes	Revenue Collection Clerk
5. Submit receipt of payment	4. Prepare inspection	For projects covering above 5 hectares – Php1,000.00	1 Hour	MENRO, EMS II < EMS I
6. Receive Inspection report	5. Issue the Inspection report.	NONE	3 Minutes	MENRO, EMS II, EMS I
TOTAL:			1day 1 hour 18 minutes	

2. Inspection Report for Emergency Tree Cutting Permit

Inspection Report relative to the issuance of Emergency Tree Cutting Permit/Certification Interposing No Objection.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Highly Technical			
Type of Transaction:	G2G-Government to Government, G2C-Government to Citizens			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of endorsement		Mayor's Office		
2. 1 original copy Certification from the Barangay that the applicant is from the area and that the requested tree for cutting is within their property.		Barangay		
3. 1 xerox copy Proof of ownership of the land where the tree is planted.		Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Received the required documents and check for completeness	NONE	5 Minutes	Administrative Aide III
2. Get the schedule of Inspection	2. Schedule date of inspection	NONE	5 Minutes	EMS II, EMS I
3. Accompany Personnel in charge of Inspection	3. Site inspection	NONE	1 Day	EMS II, EMS I
4. Payment of Inspection to the Treasury Office	3. Issue an order of payment and check the official receipt	Secretary's Fee Php55.00	5 Minutes	Revenue Collection Clerk
5. Submit receipt of payment	4. Prepare inspection report	NONE	1 Hour	EMS II, EMS I
6. Receive inspection report	5. Issue the Inspection report.	NONE	3 Minutes	EMS II, EMS I
TOTAL:		P55.00	1 day 1 hour 11 minutes	



3. Records/Data on Municipal Solid Waste Management Plan

Records/Data relative to the request of clients on the Municipal Solid Waste Management Plan.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Students, Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter stipulating the purpose.		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1. Received letter request	NONE	3 Minutes	Administrative Aide II
2. Ask Data needed	2. Present needed data	NONE	1 Hour	MENRO, EMS II
TOTAL:		NONE	1 Hour 3 minutes	

4. Technical Assistance in the Formulation of Barangay Solid Waste Management Plan

Technical assistance in the formulation of Barangay Solid Waste Management Plan

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for technical assistance		Barangay/Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1. Received letter request	NONE	3 Minutes	Administrative Aide III
2. Ask Data Needed	2. Present needed data	NONE	1 HOUR	MENRO, EMS II
TOTAL:		NONE	1 Hour 3 Minutes	



6. Garbage Collection for Business Establishments and Households

Collection of residual waste from business Establishments and Households

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	Business Establishments and Households			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Receipt of payment for business establishments		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment of garbage fee	1. Received payment of garbage fee	Garbage Fees	5 Minutes	Revenue Collection Clerk
2. Present receipts of payment	2. Check receipts of payment	NONE	3 Minutes	Garbage Collectors/Maintenance Crew
3. Bring residual waste/garbage to the designated Pick up points	4. Collect residual waste/garbage from pick up points	NONE	10 Minutes	Garbage Collectors/Maintenance Crew
TOTAL:			18 Minutes	

Garbage Fees	Amount
1. For Manufacturers, Millers, Assemblers, Processors and similar Business:	Php240.00
a. Not more than 100 sq.m. -	
b. more than 100 sq.m. -	360.00
2. Hotels, Apartments, Motels and Lodging Houses:	180.00
a. Not more than 100 sq.m. -	
b. More than 100 sq.m.	240.00
3. Restaurants, Day & Night Clubs, Cafes, and Eateries:	180.00
a. Not more than 50sq.m.	
b. More than 50sq.m.	240.00
4. Hospitals, Clinics, Laboratories and similar businesses:	240.00
a. Not more than 10 sq. m.	
b. More than 10 sq.m.	360.00
5. Movie houses and Retailers:	180.00
a. Not more than 10sq.m.	
b. More than 10sq. m.	220.00
6. Other businesses not mentioned above:	120.00
a. Not more than 10sq. m.	
b. More than 10 sq.m.	240.00



6. Inspection/Validation of Environmental Related Complaints

Report of inspection on any environmental related complaints.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government, G2C-Government to Citizens			
Who may avail:	All residents/Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of endorsement from the Municipal Mayor		Mayor's Office		
2. Complaints letter		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Received documents	NONE	5 Minutes	Administrative Aide III
2. Get Schedule of Inspection	2. Schedule Site Inspection	NONE	5 Minutes	MENRO & Staff
3. Accompany Inspection Team	3. Site Inspection	NONE	1 Day	MENRO & Staff
4. Follow up Inspection Report	4. Submit Inspection Report to Mayor's Office	NONE	1 Hour	MENRO & Staff
TOTAL:		NONE	1 Day, 1 Hour 10 Minutes	