



**MUNICIPAL ENVIRONMENT AND NATURAL
RESOURCES OFFICE – EL NIDO, PALAWAN**

CITIZEN'S CHARTER



I. Mandate

The Municipal Environment and Natural Resources office is the primary Department of the Local Government of El Nido, Palawan that is responsible to the conservation and management of its natural resources.

II. Vision

To ensure the sustainability of natural resources as the one of the prime tourist destinations of the country with a healthy environment.

III. Mission

The MENRO shall be the principal office to pursue the sustainable development of the municipality to be able to conserve and manage the El Nido's natural resources for the present and future generations.

IV. Service Pledge

The MENRO is pledge to adhere to the conservation and management of the El Nido's natural resources for present and future generations.

We commit to:

- To pursue the balance and sustained environment;
- To adhere in the social acceptability during the decision making processes;
- To be transparent to the stakeholders;
- To be courteous and responded to the needs of our clients specially those who are waiting inside the Office any hour of the day during hours even during lunch;
- To attend to all applications or requesting parties who are within the premises of the office to the end of official working hours and during lunch break.



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Frontline Service



1. Issuance of MENRO Certification

MENRO Certification is issued upon the request of client as part of their requirements for the renewal of their business permit or for the new applicant of business permit.

Office/Division: MUNICIPAL ENVIRONMENT & NATURAL RESOURCES OFFICE (Administrative and Finance Unit)

Classification: Simple

Type of Transaction: G2B - Government to Business Entity

Who may avail: All Business Entity (Restaurants, Accommodations, Stores)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Present Barangay Certification		Respective Barangay		
2. Proof of Ownership		Owner's Copy		
3. Proof of the Garbage bins presence		Picture of waste bins and establishment		
4. Previous Business Permit Issued (photocopy)		Business Licensing and Permitting Office		
5. Previous Mayors' Permit Issued (photocopy)		Municipal Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client Log Book	1. Review all the requirements.		10 minutes	Gea Y. Reyes
2. Present/ Submit the necessary requirements.	2. Process the documents.		10 minutes	Ginson De Galicia, Josito Jr. H. Batoy
	3. Issue/ Release the Certification		10 minutes	Gea Y. Reyes
3. Payment of secretaries' fee.		Php 50.00		Municipal Treasurer Office
TOTAL:		Php 50.00	30 minutes	

2. Issuance of MENRO Easement Certification

MENRO Certification is issued upon the request of client as part of the requirements for the Coastal Easement and also part of the PAMB requirements (within Protected Area)

Office/Division: MUNICIPAL ENVIRONMENT & NATURAL RESOURCES OFFICE (Administrative and Finance Unit)

Classification: Simple

Type of Transaction: G2B - Government to Business Entity

Who may avail: All residents of the municipality and business establishments

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Present Barangay Certification		Respective Barangay		
2. Proof of Ownership		Owner's Copy		



3. Proof of Tenurial Instrument		Owner's Copy/ Original's Copy from DENR - CENRO, Taytay, Palawan		
4. Proof of Deed of Sale (if sold)		Authenticated/ Seal by the Lawyer		
5. Copy of Survey Plan from CENRO		DENR - CENRO, Taytay, Palawan		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client Log Book	1. Review all the requirements.		10 minutes	Gea Y. Reyes
2. Present/ Submit the necessary requirements.	2. Process the documents.		10 minutes	Ginson De Galicia, Josito Jr. H. Batoy
	3. Issue/ Release the Certification		10 minutes	Gea Y. Reyes
3. Payment of secretaries' fee.		Php 50.00		Municipal Treasurer Office
TOTAL:		Php 50.00	30 minutes	

3. Issuance of MENRO Certification of Posting				
MENRO Certification of Posting is issued upon the request of client as part of the requirements for the DENR - CENRO/ PMRB to process their permit on Hauling and Quarry.				
Office/Division:	MUNICIPAL ENVIRONMENT & NATURAL RESOURCES OFFICE (Administrative and Finance Unit)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	All Business under the Commercial Gravel and Sand			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Present Barangay Certification		Respective Barangay		
2. Proof of Ownership/Tenurial Instrument		Owner's Copy/ Original's Copy from DENR - CENRO, Taytay, Palawan		
3. Proof of Ownership		Owner and Picture		
4. Proof of Application for Commercial Gravel and Sand		Owner's Copy		
5. Copy of Survey Plan from CENRO		DENR - CENRO, Taytay, Palawan		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client Log Book	1. Review all the requirements.		10 minutes	Gea Y. Reyes
	2. Process the		10 minutes	Ginson De



2. Present/ Submit the necessary requirements.	documents.			Galicia, Josito Jr. H. Batoy
	3. Issue/ Release the Certification		10 minutes	Gea Y. Reyes
3. Payment of secretaries' fee.		Php 50.00		Municipal Treasurer Office
TOTAL:		Php 50.00	30 minutes	

4. Issuance of MENRO Hauling Certification				
MENRO Hauling Certification is issued upon the request of client as part of the requirements for the DENR - EMB (Environmental Management Bureau) to get their Environmental Compliance Certificate (ECC) for the Accommodations and Restaurants				
Office/Division:	MUNICIPAL ENVIRONMENT & NATURAL RESOURCES OFFICE (Administrative and Finance Unit)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	All Business Entity (Restaurants, Accommodations, Stores)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Present Barangay Certification		Respective Barangay		
2. Proof of Ownership		Owner's Copy/ DENR - CENRO, Taytay, Palawan		
3. Proof of Tenurial Instrument		Owner's Copy/ Original's Copy from DENR - CENRO, Taytay, Palawan		
4. Copy of Survey Plan from CENRO		DENR - CENRO, Taytay, Palawan		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client Log Book	1. Review all the requirements.		10 minutes	Gea Y. Reyes
2. Present/ Submit the necessary requirements.	2. Process the documents.		10 minutes	Ginson De Galicia, Josito Jr. H. Batoy
	3. Issue/ Release the Certification		10 minutes	Gea Y. Reyes
3. Payment of secretaries' fee.		Php 50.00		Municipal treasurer Office
TOTAL:		Php 50.00	30 minutes	



5. Issuance of Sanitary Landfill Gate Pass				
Sanitary landfill gate pass is given to the private businesses who bring their own garbages at the sanitary landfill.				
Office/Division:	MUNICIPAL ENVIRONMENT & NATURAL RESOURCES OFFICE (Administrative and Finance Unit)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	All Business Entity (Restaurants, Accommodations, Stores)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Previous Sanitary Landfill Gate Pass		At the Gate of Sanitary Landfill		
2. For new issuance proof of payment during the renewal/ new business permit				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client Log Book	1. Review all the requirements.	NONE	5 minutes	Dandy G. Parangue, Melody Jane Estiller
2. Present/ Submit the previous sanitary landfill gate pass	2. Process the documents.	NONE	5 minutes	Dandy G. Parangue, Melody Jane Estiller
TOTAL:			10 minutes	

6. Garbage Collection				
Garbage collection is a daily routine in the town proper area and scheduled on the other barangay.				
Office/Division:	MUNICIPAL ENVIRONMENT & NATURAL RESOURCES OFFICE (Administrative and Finance Unit)			
Classification:	Simple			
Type of Transaction:	G2C - Government to the public			
Who may avail:	All residents and business establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Segregated Waste from the MRF.		NONE	NONE	MENRO - SWM - OPLAN , Garbage Collectors
TOTAL:		NONE	NONE	



Internal Services



1. Job Order / Employment Recommendation				
Aspirant individuals who want to be part of the local government unit.				
Office/Division:	MUNICIPAL ENVIRONMENT & NATURAL RESOURCES OFFICE (Administrative and Finance Unit)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Recommendation		Respective Office		
Application Letter address to the Municipal Mayor (3 copies)		Applicants Copy		
Copy of Curriculum Vitae/ Biodata (3 copies)		Applicants Copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all the Requirements	Review all the requirements	NONE	10 minutes	Stephen Theodore Lagrada
2. Accomplished the Personal Data Sheet Form	Assist and guide the applicant	NONE	15 minutes	Junalyn A. Timajo
3				
TOTAL :		NONE	25 minutes	

2. Payroll				
Every individual who are part of the government and rendered service on this office.				
Office/Division:	MUNICIPAL ENVIRONMENT & NATURAL RESOURCES OFFICE (Administrative and Finance Section - Finance Unit)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Government			
Who may avail:	Government employees under on this office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Time Record (Regular, Plantilla Casuals and Job Order Personnels)		Copy of Daily Time Record from Municipal Accountant Office		
Accomplishment Report for the month		Respective Office		
Copy of Job Order		Was given by the HRMO, Owner's Copy/ Office Copy		
If assigned on field work:				
Local Travel Authority		Respective Office		
If absent:				
for Regular and Plantilla Personnels':				



Fully Accomplished Leave Form		Respective Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all the required documents	Review all the requirements	NONE	2 days	Junalyn A. Timajo
TOTAL:		NONE	2 days	

3. Assistance to Tres Marias				
Tres Marias a marine sanctuary where it was also part of the protected area that needed to be maintained in collaboration with El Nido Foundation Incorporated.				
Office/Division:	MUNICIPAL ENVIRONMENT & NATURAL RESOURCES OFFICE (Environment and Natural Resources Section - Coastal Resource Management Unit)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Government			
Who may avail:	Personnels' who are guarding the Tres Marias Marine Sanctuary in collaboration with the El Nido Foundation Incorporated			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
NONE	NONE	NONE	NONE	NONE
TOTAL:		NONE		

4. Implementation of Solid Waste Management Plan (SWMP)	
The implementation of Solid Waste Management Plan of this Municipality is in accordance with the Republic Act No. 9003 otherwise known as the Ecological Waste Management Act of the Philippines.	
Office/Division:	MUNICIPAL ENVIRONMENT & NATURAL RESOURCES OFFICE (Solid Waste Management Section)
Classification:	Simple
Type of Transaction:	G2B - Government to Government
Who may avail:	Local Government Offices and other NGOs'.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



Barangay Solid Waste Manage Plans		Every Barangay has their own Barangay Solid Waste Management Plan/ Copy of Received BSWMP		
Municipal Solid Waste Management Plan		Copy of Approved Solid Waste Management Plan Received by the Palawan Council for Sustainable Developments Staffs (PCSDs)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
NONE	NONE	NONE	NONE	NONE
TOTAL:				



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>Answer the client feedback form and drop it at designated drop box in the lobby of Municipal Building.</p> <p>For inquiries menrolquelnido@gmail.com facebook account: MENRO Elnido</p>
How feedbacks are processed	<p>Every Friday, the Municipal Administrators Office opens the drop box and complies and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is will be relayed to the citizen.</p> <p>For inquiries menrolquelnido@gmail.com facebook account: MENRO Elnido</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in the lobby of Municipal Building.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries menrolquelnido@gmail.com - facebook account: MENRO Elnido</p>
How complaints are processed	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward</p>



	<p>the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries menrolquelnido@gmail.com facebook account: MENRO Elnido</p>
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)