

**CITIZEN CHARTER
CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE (CENRO)**

NAME OF SERVICE: SECURING PERMIT TO BALL/ CUT/ TRIM TREES

BRIEF DESCRIPTION OF THE SERVICE

The permit to ball/cut/trim/ trees may be availed by private citizens or building contractors to facilitate construction, building, or other development activities. In compliance with City Ordinance No. 31-2003, clients required to donate tree saplings to the CENRO Nursery in exchange for the trees to be balled/cut/trimmed.

CLIENTS

OFFICE OR DIVISION:	CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE (CENRO)
CLASSIFICATION:	SIMPLE TO COMPLEX
TYPE OF TRANSACTION:	G2C – GOVERNMENT TO CITIZENS G2B – GOVERNMENT TO BUSINESS G2G – GOVERNMENT TO GOVERNMENT
WHO MAY AVAIL:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Service request form	City Environment and Natural Resources Office
Barangay Clearance	Barangay Hall
Certificate or land title	Land Registration Authority
Request letter citing the reason for the need to ball/cut/trim, site development plan, distance species, diameters of trees are indicated (for contractors), pictures of trees to be balled/cut/trimmed	To be provided by requesting party
Tree saplings	To be procured by applicant

NO.	CLIENT STEP	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	OFFICE/PERSON/S RESPONSIBLE
1.	Submit requirements Provide contact information	<ul style="list-style-type: none"> Receive and evaluate submitted documents As the client to follow up the next day Give office contact information 	None	5 mins.	CENRO Clerk - Lilia Samar
		<ul style="list-style-type: none"> Site inspection 	None	Within 24 hours	Environmental Inspector

		<ul style="list-style-type: none"> Produce report and submit to CENRO Chief 	None		Environmental Inspector Rosalina Esplana Carol Triños
		<ul style="list-style-type: none"> Produce Advisory 	None	3 mins.	CENRO Chief -Allendri B. Angeles
		<ul style="list-style-type: none"> Call client instruct to claim advisory 	None	3 mins.	CENRO Clerk -Lilia Samar
2.	Claim Advisory	<ul style="list-style-type: none"> Produce advisory 	None	3 mins.	CENRO Clerk -Lilia Samar
3.	Comply with advisory- purchase saplings and deliver to CENRO Nursery Obtain copy of acknowledgment of receipt of saplings`	<ul style="list-style-type: none"> Receive saplings Provide copy of acknowledgement of receipt of saplings 	None	Simple: 1 hour Complex: 3 hours	CENRO Nursery -Sonia Fuentes -RJ Taboldan
4.	Submit copy of acknowledgment of receipt of saplings and complete documentary requirements	<ul style="list-style-type: none"> Receive copy of acknowledgement Draft Permit 	None	5 mins.	CENRO Clerk Lilia Samar
		<ul style="list-style-type: none"> Sign permit 	None	8 hours	CENRO Chief Allendri B. Angeles Councilor in-charge of Environmental Protection Hon. Raymund Francis "Kiko" S. Rustia City Administrator Atty. Jeronimo Manzanero
5.	Secure order of payment	<ul style="list-style-type: none"> Prepare order of payment to permit to Ball/Cut 	None	5 mins.	CENRO Clerk Lilia Samar
6.	Pay at the cashier	<ul style="list-style-type: none"> Secure Official Receipt 	Php 200.00/ tree applied	5 mins.	Treasury Cashier

TOTAL:	Php 200.00 Per tree applied	Simple: 33 hours and 29 minutes	
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		Complex: 35 hours and 29 minutes	
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Period for the submission of replacement saplings and its delivery to the CENRO Nursery at Rainforest Adventure Experience Park will entirely depend on the requesting party. CENRO will always accommodate interested requesting party in its submission of replacement compliance within official working hours or even beyond.

Note: If the tree is located within the private property, corresponding permit to trim or cut shall be issued to the requisitioning party. The requisitioner shall be the one to conduct proper trimming or cutting activity.

**CENRO IMPLEMENTING GUIDELINES
FOR REPLACEMENT OF TREE SAPLINGS**

This guideline will be applied to all requests for balling of trees and cutting of trees in Pasig City whether located in private or public property including those apprehended without the corresponding permit.

SIZE OF AFFECTED TREE FOR BALLING/ CUTTING	LOCATION				SIZE OF TREE TO BE REPLACED
	PRIVATE PROPERTY		SIDEWALK/ GOVERNMENT PROPERTY		
	NON-PREMIUM	PREMIUM	NON-PREMIUM	PREMIUM	
0 – 10 inches	100	200	100	200	3 ½
11 – 12 inches	200	300	300	400	5 – 6 ft.
13 – 14 inches	300	400	400	500	5 – 6 ft.
15 – 16 inches	400	500	500	600	5 – 6 ft.
17 – 18 inches	500	600	600	700	5 – 6 ft.
19 – 20 inches	600	700	700	800	5 – 6 ft.
21 – 22 inches	700	800	800	900	5 – 6 ft.
22 – 25 inches	800	900	900	1,000	5 – 6 ft.
25 – 30 inches	900	1,000	1,000	1,100	5 – 6 ft.
31 – up inches	1,000	1,100	1,100	1,200	5 – 6 ft.

NAME OF SERVICE: SECURING CERTIFICATE OF ENVIRONMENTAL COMPLIANCE (CEC)

BRIEF DESCRIPTION OF THE SERVICE

The Certificate of Environmental Compliance (CEC) is a requirement for the subsequent securing of a building permit, a fencing permit, a demolition permit or an excavation permit.

CLIENTS

OFFICE OR DIVISION:	CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE (CENRO)
CLASSIFICATION:	SIMPLE TO COMPLEX
TYPE OF TRANSACTION:	G2C – GOVERNMENT TO CITIZENS G2B – GOVERNMENT TO BUSINESS G2G – GOVERNMENT TO GOVERNMENT
WHO MAY AVAIL:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application form (For Private Individuals)	City Environment and Natural Resources Office
-Notarization of application form -Affidavit Undertaking stating that trees will be not be affected by the project	Any Notary Public
-Lay-out plan (drawn to scale) of trees with distance from each other, name of species, size in diameter.	To be provided by requesting party

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit requirements	<ul style="list-style-type: none"> Receive and evaluate submitted documents 	None	5 mins.	Permitting Officer/Clerk Lilia Samar
2.	Receive order of payment for application/inspection fee and Certificate of Compliance	<ul style="list-style-type: none"> Issue order of payment 	None	2 mins.	Permitting Officer/Clerk Lilia Samar
3.	Pay fees	<ul style="list-style-type: none"> Receive payment Issue official receipt (OR) 	Php 200.00	5 mins.	Cashier (City Treasurer's Office)
4.	Present OR Exchange contact information with the Office	<ul style="list-style-type: none"> Record Or Record Contact info of client and provide contact info; advice client to follow up within 2-3 days 	None	5 mins.	CENRO Clerk Lilia Samar
5.	Make follow up calls Receive advise	<ul style="list-style-type: none"> Conduct ocular inspection of the site 	None	Simple:	Environmental Inspectors:

		<ul style="list-style-type: none"> • If there are trees to be affected, advise the client to secure a Permit to Ball/Cut/Trim trees. • If Applicable, advice to client to secure appropriate Anti-Pollution device and/or other pertinent environmental permits from other agencies, e.g. LLDA Clearance, Discharge permit; DENR Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC) and Permit to Operate; permit from Planning Office, MMDA, etc., 		<p>Within 24 hours</p> <p>Complex: Within 48 hours</p>	<p>-Dionesio Guira - Aaron Acedillo</p>
6.	Present advise/inspection report issued by the inspector, secure permit to ball/cut/trim trees, anti-pollution device, pertinent environmental permits	<ul style="list-style-type: none"> • Analyze inspection report 	None	3 mins.	<p>CENRO Clerk Lilia Samar</p>
7.	Present secured permits	<ul style="list-style-type: none"> • Draft CEC 	None	3 mins.	<p>CENRO Clerk Lilia Samar</p>
		<ul style="list-style-type: none"> • Sign CEC 	None	<p>2 mins.</p> <p>3 mins.</p>	<p>Environmental Inspector</p> <p>Aaron Acedillo Dionesio Guira CENRO clerk Lilia Samar</p> <p>CENRO Chief Allendri B. Angeles</p>
8.	Present OR Claim CEC	<ul style="list-style-type: none"> • Release CEC 	None	2 mins.	<p>CENRO Clerk Lilia Samar</p>

TOTAL:	Php 200.00	Simple: 24 hours and 30 minutes Complex: 48 hours and	
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Note: If the tree is located within the private property, corresponding permit to trim or cut shall be issued to the requisitioning party. The requisitioner shall be the one to conduct proper trimming or cutting activity.

NAME OF SERVICE: SECURING ENVIRONMENTAL PERMIT TO OPERATE

BRIEF DESCRIPTION OF THE SERVICE

The Environmental Permit to Operate (EPO) is a requirement for the subsequent securing of a business permit. Fees are incorporated into the tax order payment and paid through the Business Permit and Licensing Office prior to the EPO application. Inspection of the establishment is undertaken within 3 months (if high-risk operations) or 6 months (for all other establishments) upon issuance of the EPO.

CLIENTS

OFFICE OR DIVISION:	CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE (CENRO)
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2C – GOVERNMENT TO CITIZENS G2B – GOVERNMENT TO BUSINESS G2G – GOVERNMENT TO GOVERNMENT
WHO MAY AVAIL:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Previously issued EPO (for renewal)	To be provided by applicant
Latest copy of official receipt of business permit (both for new application and renewal), paid tax of payment (for new and renewal)	Business Permit and Licensing Office (BPLO)

Requirements:

Also note the following conditions;

- a. Transfer/expansion/alteration shall be with the prior written consent of CENRO or covered by another Environmental Permit to Operate;
- b. The implementation of any plan/program/shall not pose environmental problems are determined by CENRO and must comply with the conditions in the different environmental permits used;
- c. Domestic/industrial/toxic and other kinds of waste shall be properly managed and disposed of; all the company's garbage contractors/haulers of domestic/industrial and submit all permits required by law prior to hiring/renewal of garbage hauling contract for 2010 or the applicable year to ensure that the company's contractors/haulers are dumping/storing and disposing waste in accordance with existing laws/ordinances of City of Pasig/DENR laws; Toxics and Hazardous/Infectious waste and Medical/Hospital and other special wastes must secure a separate EPO from CENRO. Permit to transport, Certificate of Treatment must be submitted before and after disposal respectively. Proper Toxic and Hazardous waste storage Facility must be provided in the company's premises and all other provisions stipulated in RA 6969 and City Ordinance on Toxic and Hazardous Wastes.
- d. All pertinent environmental permits shall be secured from LLDA (LLDA Clearance, Discharge Permit), DENR (Environmental Compliance Certificate (ECC), Certificate of Non-Coverage(CNC) and Permit to Operate) Planning Office, MMDA, etc., and must be submitted to CENRO before June of Every current year.
- e. Proper anti-pollution devices must be installed to abate all kinds of pollution/public nuisance such as STP, oil/water separator, dust collector, grease trap; anti-pollution liquid;
- f. The use of green and environmentally preferable products particularly "eco-labeled products" under the Green Choice Philippines (e.g. environment-friendly cleaning and sanitizing agents, energy-efficient lights) are highly recommended.

- g. An annual Emergency Response Plan/disaster Risk Reduction Plan, Waste Management Plan, Climate Change mitigation and Adaptation Plan or a Documentary Comprehensive Environment Plan must be submitted to CENRO office every June of the current year;
- h. Mandatory provision for natural green spaces, green belts inside the company such as planting of flowering trees/fruit bearing trees and frontage/landscape development must be implemented as stated in the approved zoning permit issued by Planning Office;
- i. Client must duly comply with the provisions of existing environmental laws such as Clean Air Act of 1999, Clear Water Act, Ecological Solid Waste Management and other existing environmental ordinances of Pasig City such as prohibition on illegal cutting of trees (secure Permit to Ball), open burning of wastes, illegal dumping, mandatory segregation/ no smoking in public places/other ordinances;
- j. Storage, transportation and disposal permit from CENRO for toxic and hazardous chemicals every May of the current year,
- k. Installation of bicycle racks;
- l. Mandatory provision on a (a) Designated Smoking Area(s) or posting of No Smoking Signage's;
- m. Provisions of Green Building materials and structures in Accordance with the Green Building Code and Green Building Ordinance.

TABLE OF FEES:

CATEGORY	ENVIRONMENTAL INSPECTION FEE	EPO ACCREDITATION	TOTAL
1. Big-Scale Manufacturing	P2,000.00	P1,000.00	P3,000.00
2. Amusement	P500.00	P500.00	P1,000.00
3. Restaurant and Carinderia	P1,000.00	P500.00	P1,500.00
4. Retailer/ Wholesaler, Sari-Sari Store, Printing, Travel Agency, Warehouse, Fixtures, Essential Commodities, Bank	P500.00	P500.00	P1,000.00
5. Warehouse	P1,000.00		
6. Storage of Toxic and Hazardous Waste	P1,000.00		
7. Public Market	P200.00	P500.00	P700.00
8. Junkshop	P3,000.00	P1,000.00	P4,000.00
9. LPG	P500.00	P1,000.00	P1,500.00
10. Gasoline	P2,000.00	P1,000.00	P3,000.00
11. Laundry Shop	P1,000.00	P500.00	P1,500.00

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit requirements	<ul style="list-style-type: none"> Receive and evaluate submitted documents 	None	5 mins.	Permitting Officer/ Clerk Pasig City Hall Annex: Dionisio Guira Ayala the 30 th Aaron Acedillo Pasig City Hall Flora Cayas Corazon Echapare
		<ul style="list-style-type: none"> Accomplish the EPO 	None	5 mins.	Permitting Officer Pasig City Hall Annex: Dionisio Guira Ayala the 30 th Aaron Acedillo Pasig City Hall -Flora Cayas -Corazon Echapare
		<ul style="list-style-type: none"> Sign the EPO (but check if with pending case) 	None	2 mins.	Pasig City Hall Annex: Dionisio Guira Ayala the 30 th Aaron Acedillo Pasig City Hall -Flora Cayas -Corazon Echapare Head, Permitting Officer
2	Claim the EPO	<ul style="list-style-type: none"> Release EPO 	None	2 mins.	Pasig City Hall Annex: Dionisio Guira Ayala the 30 th Aaron Acedillo Pasig City Hall -Flora Cayas -Corazon Echapare

					Head, Permitting Officer
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TOTAL:		Refer to Table of fees	Simple: 14 minutes	
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NAME OF SERVICE: REDEEMING CONFISCATED PLATE OF A SMOKE BELCHING VEHICLE

BRIEF DESCRIPTION OF THE SERVICE

Confiscated plate of an apprehended smoke belching vehicle can be redeemed at the CENRO upon payment of the appropriate penalty and passing a vehicle emission test.

CLIENTS

OFFICE OR DIVISION:	CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE (CENRO)
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2C – GOVERNMENT TO CITIZENS G2B – GOVERNMENT TO BUSINESS G2G – GOVERNMENT TO GOVERNMENT
WHO MAY AVAIL:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Owners copy of the Ordinance Violation Receipt (OVR)	To be provided by applicant/ apprehended person
Emission test results	DENR/LTO Accredited Emission Testing Center
Driver's License, OR/CR/ Deed Sale of vehicle	To be provided by applicant/ apprehended person
Authorization from owner/driver (For authorized representative)	To be issued or undertaken by Apprehended person/individual

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Present requirements	<ul style="list-style-type: none"> Receive and evaluate submitted documents to the evaluation officer 	None	2 mins.	CENRO Record Clerk -Junabeth Lacambra -Ronald Ferrera -Christian Sampaga
2.	Request order of payment	<ul style="list-style-type: none"> Issue order of payment 	None	3 mins	CENRO Record Clerk -Junabeth Lacambra -Ronald Ferrera -Christian Sampaga
3.	Pay fee	<ul style="list-style-type: none"> Receive payment Issue official Receipt (OR) 	P1,000 penalty plus for the first offense, 2,000 for second	5 mins.	Cashier/Treasury

			offense and P3,000.00 for the third offense		
4.	Present OR	<ul style="list-style-type: none"> Record OVR information and OR number 	None	1 min.	CENRO plate keeper
5.	Claim vehicle plate then sign the logbook	<ul style="list-style-type: none"> Release the vehicle plate Ask client to sign the logbook 	None	5 mins.	-Junabeth Lacambra -Ronald Ferrera -Christian Sampaga
TOTAL:			Refer to Table of fees	Simple: 16 minutes	

NAME OF SERVICE: SECURING SMOKING & VAPING CERTIFICATE

BRIEF DESCRIPTION OF THE SERVICE

The Smoking Certificate is a requirement for securing Environmental Permit to Operate (EPO) of establishment. In compliance with City Ordinance No. 13-2018 and City Ordinance No. 7-2019, which provides for the Establishment of Smoke/Vape Free Environments in Public and Enclosed Places.

CLIENTS

OFFICE OR DIVISION:	CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE (CENRO)
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2C – GOVERNMENT TO CITIZENS G2B – GOVERNMENT TO BUSINESS G2G – GOVERNMENT TO GOVERNMENT
WHO MAY AVAIL:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished, signed and notarized application form (blank form may be secured at the CENRO)	City Environment and Natural Resources Office To be notarized in a Notary Public
Floor Plan Designated Smoking Area Plans or Designated Vaping Area to CENRO	To be provided by the applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For tenant the application of designated smoking area shall be with letter of approval/written consent of Building Manager/ Building Administrator	Building manager or operator
Potted plants and signage's complying with the specifications, prominently post, displayed and highly visible in the most conspicuous location	To be provided/presented by applicant upon on-site inspection
Applicant should also submit documentation in the memo/ meeting/ orientation seminar issued to its locators of the E.O. 26-2017 and E.O. 106-2020	To be provided/presented by applicant upon on-site inspection

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Requirements	<ul style="list-style-type: none"> Receive / evaluate submitted Requirements 	None	2 minutes	CENRO Focal Person on Anti-Smoking Claire Miayo
2	Secure order of Payment	<ul style="list-style-type: none"> Issue order of payment for Application of Smoke free Building/ Designated Smoking Area 	None	3 minutes	CENRO Focal Person on Anti-Smoking Claire Miayo
3	Pay Fees	<ul style="list-style-type: none"> Receive payment Issue official receipt (OR) 	Registration Php2, 000.00	5 minutes	City Treasury/ Cashier
4	Present OR	<ul style="list-style-type: none"> Record Official Receipt (OR) 	None	3 minutes	CENRO Focal Person on Anti-Smoking Claire Miayo

5	Await site inspection	<ul style="list-style-type: none"> Site Inspection for Smoke Free Building/ Designated Smoking Area (DSA) 	None	Within 24 Hours without sudden changes as per scheduled application	Environmental Inspector -Teresita Perido -Jinky Gonzales -Rosario Legaspi
		<ul style="list-style-type: none"> Submit inspection report to CENRO Focal Person on Anti- Smoking 	None	2 minutes	CENRO Focal Person on Anti-Smoking Claire Miayo
7	Await release	<ul style="list-style-type: none"> Prepare Certificate of Compliance 	None	3 minutes	CENRO Focal Person on Anti-Smoking Claire Miayo
		<ul style="list-style-type: none"> Sign Certificate of Compliance 	None	3 minutes	CENRO Chief Allendri Angeles
8	Claim the Certificate of Compliance	<ul style="list-style-type: none"> Contact client for the release of Certificate of compliance 	None	3 minutes	CENRO Focal Person on Anti-Smoking Claire Miayo

TOTAL:		Php 2,000.00	Simple: 24 hours and 24 minutes	
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NAME OF SERVICE: REGULATING SMOKING AND VAPING IN PUBLIC AND ENCLOSED PUBLIC PLACES

BRIEF DESCRIPTION OF THE SERVICE

The issued Official Violation Receipt of apprehended violators can be complied /settled at the CENRO upon payment of the appropriate penalty

CLIENTS

OFFICE OR DIVISION:	CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE (CENRO)
CLASSIFICATION:	SIMPLE TO COMPLEX
TYPE OF TRANSACTION:	G2C – GOVERNMENT TO CITIZENS G2B – GOVERNMENT TO BUSINESS G2G – GOVERNMENT TO GOVERNMENT
WHO MAY AVAIL:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Owner’s copy of the Ordinance Violation Receipt (OVR)	Copy of issued OVR to be presented by the Apprehended individual
Photocopy of Valid ID	To be provided by the Apprehended individual
Smoke or Vape Certificate of Completion	Pasig City Health Department Smoke Cessation Unit

PAYMENT OF SMOKING VIOLATION

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Present requirements	<ul style="list-style-type: none"> Issue Order of Payment 	None	3 mins.	CENRO Record Clerk Claire Miayo
2.	Pay Fees	<ul style="list-style-type: none"> Receive payment Issue official receipt (OR) 	FEES: <u>SMOKING</u> P3,000.00 penalty or Smoke Cessation for 1 st Offense P3,000.00 penalty	5 mins.	City Treasury/ Cashier

			<p>and Smoke Cessation for 2nd Offense</p> <p>P5,000.00 penalty and 15 days imprisonm ent for 3rd Offense</p> <p><u>VAPE</u></p> <p>P500 not more than P1,000 penalty for 1st offense or one (1) day community service</p> <p>P1,000 not more than P2,500 penalty for 2nd offense or one (2.5) day community service</p> <p>P2,500 not more than P5,000 penalty for 3rd offense or one (5) day community service</p>		
3.	Present OR	<ul style="list-style-type: none"> Record Official Receipt (OR) 		2 mins.	CENRO Focal Person on Anti-Smoking

					Claire Miayo
4.	Submit Requirements	<ul style="list-style-type: none"> • Receive documents • Ask client to sign the log book 		5 mins.	CENRO Record Clerk Claire Miayo

TOTAL:		Refer to corresponding penalties	Simple: 15 minutes	
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NAME OF SERVICE: AVAILING QUICK RESPONSE TO ENVIRONMENTAL COMPLAINT

BRIEF DESCRIPTION OF THE SERVICE

Pasig City Residents as well as any concerned individuals affected by environmental concerns arising from Pasig City can request emergency or non-emergency services from the CENRO.

Clients

Office or Division:	City Environment and Natural Resources Office (CENRO)
Classification:	Simple to Complex
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of complaint with documentation such as photos/ noise recordings and documented evidences	To be provided or submitted by the complainant

NO.	CLIENT STEP	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Provide information about the concern/complaint through a letter, phone call or personal appearance	<ul style="list-style-type: none"> Assess and record the complaint Endorse the Pollution Management Section (PMS) or any environment inspector/green police Get contact information of client for updates/follow ups 	None	5 mins.	CENRO Record Clerk
2.	Receive updates	<ul style="list-style-type: none"> Instruct Environmental inspectors to investigate complaint 	None	5 mins.	PMS Officer
		<ul style="list-style-type: none"> Conduct on-site investigation If complaint is found valid, issue a Notice of Violation to accountable entity and recommend measures to correct/address the concern 	None	Within 24 hours	Environmental Inspector
		<ul style="list-style-type: none"> Draft formal reports citing the result of the investigation 	None	Simple: 30 minutes	Aaron Acedillo Dionisio Guira

		<ul style="list-style-type: none"> Submit Notice of Violation or Investigation/Inspection Report to PMS 		Complex: 1 hour	
3.	Receive inspection report	<ul style="list-style-type: none"> Update and inform CENRO of case status 	None	5 mins	Environmental Inspector Aaron Acedillo Dionisio Guira
4.	Attend Technical hearing	<ul style="list-style-type: none"> Conduct public hearing if warranted; issues Ex-parte Order, Cease and Desist, and or Closure 	None	Simple: Within 24 hours Complex: Within 5 days	CENRO Chief Allendri B. Angeles
		<ul style="list-style-type: none"> Send continuing updates to the client (Complaining party) 	None	5 mins.	CENRO Frontline Officer Corazon Echapare

TOTAL:			None	Simple: 48 hours and 50 minutes Complex: 6 days, 1 hour and 20 minutes	
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FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ol style="list-style-type: none"> 1. Pasig City Public Information Office Official Facebook Page http://www.pasigcity.gov.ph/ or Ugnayan sa Pasig 2. Phone Call 8643-1111 loc. 1471 (CENRO)/ 8643-0000 Pasig C3 3. Email at: cenro@pasigcity.gov.ph 4. Letter addressed to: ALLENDRI B. ANGELES SWMO/ Acting CENRO Department Head II SWMO/ CENRO 4th Floor, Pasig City Hall Caruncho Ave, San Nicolas Pasig City
How feedback is processed	<ol style="list-style-type: none"> 1. Pasig City Public Information Office or Ugnayan sa Pasig will document feedback and forward to the Pasig City Solid Waste Management Office. 2. Phone Call 8643-1111 local 480 or 530 /Command Center Hotline: 8643-0000 / Pasig Katext No.: +63908-899-3333 received from these contact numbers will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable. 3. Email received from cenro@pasigcity.gov.ph will be documented by the clerk in-charge and will be forwarded to concerned personnel or monitoring officer. 4. Letter will be received by the Administration Division and forwarded to concerned Division / Section / Unit if applicable.
How to file a complaint	<ol style="list-style-type: none"> 1. Pasig City Public Information Office Official Facebook Page http://www.pasigcity.gov.ph/ or Ugnayan sa Pasig 2. Phone Call 8643-1111 loc. 480/ 8643-0000 Pasig C3/ Pasig Katext No.: +63908-899-3333 3. Email at: cenro@pasigcity.gov.ph 4. Letter addressed to: ALLENDRI B. ANGELES SWMO/ Acting CENRO Department Head II SWMO/ CENRO 4th Floor, Pasig City Hall Caruncho Ave, San Nicolas Pasig City
How complaints are processed	<ol style="list-style-type: none"> 1. Pasig City Public Information Office will document feedback and forward to the Pasig City Solid Waste Management Office. 2. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333 received complaints or request from these contact numbers will be documented by Pasig C3 and will be forwarded to SWMO. 3. Email received from cenro@pasigcity.gov.ph will be documented by the CENRO clerk in-charge and will be forwarded to CENRO Administrative Division . 4. Letter will be received by the Administration Division and forwarded to concerned monitoring officer or contractor in-charge.
Contact Information	
Person in Charge:	ALLENDRI B. ANGELES
Contact No./s.	Phone Call 8643-1111 local 1471
Email Address:	cenro@pasigcity.gov.ph