

**Republic of the Philippines
Province of Surigao del Sur
CITY OF BISLIG**

CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

LIST OF FRONTLINE SERVICES

1. SECURING VERIFICATION FEE FOR TREE PLANTATION HARVESTING
2. SECURING VERIFICATION FEE SAND, GRAVEL AND GUANO QUARRYING
3. SECURING CERTIFICATE OF RESIDENCY AND INDORSEMENT FROM THE MAYOR FOR MINING AREAS
4. SECURING ENVIRONMENTAL PROTECTION FEE
5. SECURING CLEARANCE FOR STONE CORALS EXTRACTION WITHIN ABANDONED AND OPERATIONAL FISHPOND AREA
6. AVAILING TREE SEEDLINGS FOR REFORESTATION
7. SECURING CERTIFICATE OF ENDORSEMENT FOR ANY BUSINESS ESTABLISHMENT APPLYING FOR ENVIRONMENTAL COMPLIANCE CERTIFICATE (ECC)

VISION STATEMENT

A dynamic community enjoying the wholesome environment with peace, prosperity and social equity.

MISSION STATEMENT

A sustained environmental development in reference to the needs of the future generation.

PERFORMANCE PLEDGE

We, the personnel of the City Environment and Natural Resources Office of the City Government of Bislig, do hereby pledge and commit ourselves to render a quality service towards our customers and to abide with the laws and rules on environmental management in the preservation of agri-forestry and aqua marine resources of Bislig City.

CITIZEN'S CHARTER

CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

TYPE OF FRONTLINE SERVICE	:	SECURING VERIFICATION FEE FOR TREE PLANTATION HARVESTING
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM – 5:00 PM, NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	TREE FARMERS/LOG TRADERS
DURATION OF TRANSACTION	:	8 HOURS AND 22 MINUTES
WHAT ARE THE REQUIREMENTS?	:	ORIGINAL COPY OF THE FOLLOWING DOCUMENTS: 1. UPDATED TAX CLEARANCE CERTIFICATE 2. TAX DECLARATION
FEE/S	:	P 315.00 PER AREA

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Presents Documents	<ul style="list-style-type: none"> ➤ Accepts & Reviews documents ➤ Issues note for the CTO for the payment of Verification Fee 	None	None	<ul style="list-style-type: none"> ➤ 5 mins. ➤ 2 mins. 	<ul style="list-style-type: none"> ➤ Romeo T. Imperial CENR Officer ➤ Hezel B. Tiodianco EMS -I ➤ Froilan F. Arcitas Admin. Aide IV ➤ Everlee N. Viola Admin. Aide IV ➤ Jane Yparaguirre JO Employee
2	Proceed to CTO for payment	<ul style="list-style-type: none"> ➤ Issues receipt 	P 315.00	OFFICIAL RECEIPT (OR)	<ul style="list-style-type: none"> ➤ 10 mins. 	<ul style="list-style-type: none"> ➤ Mrs. Agnes Q. Esturas Admin. Asst. II ➤ Mrs. Anna Mae Ellazo Admin. Asst. II
3	Presents the O.R. to City ENR Office	<ul style="list-style-type: none"> ➤ Records the details of the Official Receipt 			<ul style="list-style-type: none"> ➤ 5 mins. 	<ul style="list-style-type: none"> ➤ Hezel B. Tiodianco EMS -I ➤ Froilan F. Arcitas Admin. Aide IV ➤ Everlee N. Viola Admin. Aide IV ➤ Jane Yparaguirre JO Employee
4	On – field activity	<ul style="list-style-type: none"> ➤ Conducts area evaluation/ verification of the area 			<ul style="list-style-type: none"> ➤ 8 hours 	<ul style="list-style-type: none"> ➤ Andres Puzon Verification Personnel / JO Employee ➤ Ricardo Gumato Verification Personnel / JO Employee
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

TYPE OF FRONTLINE SERVICE	:	SECURING VERIFICATION FEE FOR SAND, GRAVEL AND GUANO QUARRYING
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY, 8:00 AM – 5:00 PM, NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	ANY INDIVIDUAL OR LEGAL ENTITY DOING BUSINESS WITHIN THE CITY GOVERNMENT OF BISLIG.
DURATION OF TRANSACTION	:	9 HOURS AND 10 MINUTES
WHAT ARE THE REQUIREMENTS?	:	ORIGINAL COPY OR CERTIFIED TRUE MACHINE COPY OF THE FOLLOWING DOCUMENTS: 1. BARANGAY CERTIFICATION 2. DENR CHECKLISTS
FEE/S	:	P 315.00 PER AREA

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Secures checklist	➤ Provides a copy of the checklist		DENR CHECKLIST	➤ 15 mins.	<ul style="list-style-type: none"> ➤ Hezel B. Todianco EMS-I ➤ Froilan F. Arcitas Admin. Aide IV ➤ Everlee N. Viola Admin. Aide IV ➤ Jane Yparaguirre JO Employee
2	Presents Documents	➤ Accepts & Reviews documents			➤ 5 mins.	<ul style="list-style-type: none"> ➤ Romeo T. Imperial CENR Officer ➤ Hezel B. Todianco EMS-I ➤ Froilan F. Arcitas Admin. Aide IV ➤ Everlee N. Viola Admin. Aide IV
3	Proceed to CTO for payment	➤ Issues receipt	P 315.00 / AREA	O.R.	➤ 10 mins.	<ul style="list-style-type: none"> ➤ Mrs. Agnes Q. Esturas Admin. Asst. II ➤ Mrs. Anna Mae Ellazo Admin. Asst. II
4	On – field activity	➤ Conducts area evaluation/ verification			➤ 8 hours	<ul style="list-style-type: none"> ➤ Romeo T. Imperial CENR Officer ➤ Hezel B. Todianco EMS-I ➤ Teofilo G. Paciño, Jr. Admin. Aide IV ➤ Everlee N. Viola Admin. Aide IV
5	Proceeds to CENR Office	➤ Prepares a certification/ endorsement whether the area is qualified or not qualified for extraction.			➤ 20 mins.	<ul style="list-style-type: none"> ➤ Romeo T. Imperial CENR Officer ➤ Hezel B. Todianco EMS-I ➤ Everlee N. Viola Admin. Aide IV
6		➤ Forwards the certification/ endorsement for the City Mayor's approval			➤ 15 mins WAITING TIME	<ul style="list-style-type: none"> ➤ Librado C. Navarro City Mayor ➤ Charlito R. Lerog City Administrator ➤ Carlito P. Abar City Info. Officer

						➤ Anastacio Galicia Exec. Asst.
7		➤ Records document			➤ 5 mins.	➤ Jane Yparaguirre CENRO Staff ➤ Hezel B. Todianco EMS-I
	END OF TRANSACTION					

CITIZEN'S CHARTER

CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

TYPE OF FRONTLINE SERVICE	:	SECURING CERTIFICATE OF RESIDENCY AND INDORSEMENT FROM THE MAYOR FOR MINING AREAS
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY, 8:00 AM – 5:00 PM, NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	ANY INDIVIDUAL OR LEGAL ENTITY DOING BUSINESS WITH THE CITY GOVERNMENT OF BISLIG.
DURATION OF TRANSACTION	:	9 HOURS AND 5 MINUTES
WHAT ARE THE REQUIREMENTS?	:	ORIGINAL COPY OR CERTIFIED TRUE MACHINE COPY OF THE FOLLOWING DOCUMENTS: 1. BARANGAY CERTIFICATION 2. DENR CHECKLISTS 3. LETTER OF INTENT FOR MINING PERMIT APPLICATIONS
FEE/S	:	P 315.00 PER AREA

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Secures checklist	➤ Provides a copy of the checklist		\DENR Checklist	➤ 10 mins.	➤ Jane Yparaguirre CENRO Staff ➤ Hezel B. Tiodianco EMS – I
2	Presents Documents	➤ Accepts & Reviews documents			➤ 10 mins.	➤ Romeo T. Imperial CENR Officer ➤ Hezel B. Tiodianco EMS-I ➤ Froilan F. Arcitas Admin. Aide IV ➤ Everlee N. Viola Admin. Aide IV
3	Proceeds to CTO for payment	➤ Issues receipt for verification fee	P 315.00	O.R.	➤ 10 hours	➤ Mrs. Agnes Q. Esturas Admin. Asst. II ➤ Mrs. Anna Mae Ellazo Admin. Asst. II
4	Proceeds to City ENR Office	➤ Sets schedule for multisectoral evaluation/ validation for approval of the mayor			➤ 5 mins.	➤ Librado C. Navarro City Mayor ➤ Romeo T. Imperial CENR Officer
5	On-field activity	➤ Conducts a multisectoral area evaluation/ verification of the area			➤ 8 hours	➤ Romeo T. Imperial CENR Officer ➤ Jane Yparaguirre CENRO Staff ➤ Junifer M. Moralda CENRO Staff ➤ Goddie Villarosa CENRO Staff
6	Proceeds to City ENR Office	➤ Prepares a certification / endorsement whether the area is viable or not for mining activities			➤ 20 mins	➤ Romeo T. Imperial CENRO Officer ➤ Hezel B. Tiodianco EMS-I ➤ Froilan F. Arcitas Admin. Aide IV ➤ Everlee N. Viola Admin. Aide IV
7	Proceeds to City Mayor's Office for approval	➤ Forwards the certification / endorsement for the City Mayor's approval			➤ 15 mins.	➤ Librado C. Navarro City Mayor ➤ Charlito R. Lerog City Administrator ➤ Anastacio C. Galicia Exec. Asst.
9	Proceeds to City ENR Office to present the approved certification	➤ Records documents			➤ 5 mins.	➤ Jane Yparaguirre CENRO Staff
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

TYPE OF FRONTLINE SERVICE : **SECURING ENVIRONMENTAL PROTECTION FEE**
 SCHEDULE OF AVAILABILITY OF SERVICE : MONDAY TO FRIDAY,
 8:00 AM – 5:00 PM,
 NO LUNCH BREAK
 WHO MAY AVAIL OF THE SERVICES : TREE FARMER/LOG TRADERS
 DURATION OF TRANSACTION : 25 MINUTES
 WHAT ARE THE REQUIREMENTS : ORIGINAL COPY WITH ONE (1) CERTIFIED TRUE MACHINE
 COPY OF THE FOLLOWING DOCUMENTS:
 1. CUTTING PERMIT (ISSUED BY THE DENR)
 2. UPDATED TAX CLEARANCE
 3. TRANSPORT/TOWING OR SELF MONITORING FORM
 OR CERTIFICATE OF TIMBER ORIGIN
 FEE/S : P 12.60 PER CUBIC METER

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Presents Documents	<ul style="list-style-type: none"> ➤ Accepts & Reviews documents ➤ Issues note for the payment of Environment Protection Fee 		Note	➤ 10 mins.	<ul style="list-style-type: none"> ➤ Romeo T. Imperial CENR Officer ➤ Hezel B. Tiodianco EMS-I ➤ Froilan F. Arcitas Admin. Aide IV ➤ Everlee N. Viola Admin. Aide IV ➤ Jane Yparaguirre CENRO Staff
2	Proceeds to CTO for payment	<ul style="list-style-type: none"> ➤ Issues receipt 	P 12.60 / cubic meter	O.R.	➤ 10 mins.	<ul style="list-style-type: none"> ➤ Mrs. Agnes Q. Esturas Admin. Asst. II ➤ Mrs. Anna Mae Ellazo Admin. Asst. II
3	Presents the O.R. to City ENR Office	<ul style="list-style-type: none"> ➤ Records the details of the O.R. 			➤ 5 mins.	<ul style="list-style-type: none"> ➤ Hezel B. Tiodianco EMS - I ➤ Froilan F. Arcitas Admin. Aide IV ➤ Everlee N. Viola Admin. Aide IV ➤ Jane Yparaguirre CENRO Staff
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

TYPE OF FRONTLINE SERVICE : **SECURING CLEARANCE FOR STONE CORALS EXTRACTION WITHIN ABANDONED AND OPERATIONAL FISHPOND AREA**

SCHEDULE OF AVAILABILITY OF SERVICE : MONDAY TO FRIDAY,
8:00 AM – 5:00 PM,
NO LUNCH BREAK

WHO MAY AVAIL OF THE SERVICES : BISLIGANONS

DURATION OF TRANSACTION : 4 HOURS AND 30 MINUTES

WHAT ARE THE REQUIREMENTS : ORIGINAL COPY /CERTIFIED TRUE MACHINE COPY OF THE FOLLOWING DOCUMENTS:
1. CERTIFICATION FROM THE CONCERNED BARANGAY CAPTAIN ALLOWING THE EXTRACTION OF STONE CORALS ON THEIR AREA OF JURISDICTION.
2. CERTIFICATION FROM THE LANDOWNER /FISHPOND OWNER ALLOWING THE EXTRACTION OF STONE CORAL IN HIS/HER AREA.

FEE/S : P 26.25 PER CUBIC METER

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Presents the Documents	➤ Accepts & Reviews documents			➤ 10 mins.	➤ Froilan F. Arcitas Admin. Aide IV ➤ Hezel B. Tiodianco EMS - I ➤ Jane Yparaguirre JO employee
2	On – field evaluation	➤ Conducts ocular area inspection for evaluation and verification purposes			➤ 4 hours	➤ Froilan F. Arcitas Admin. Aide IV ➤ Goddie Villarosa ➤ Junifer M. Moralda JO Employees
3	If Qualified: Proceeds to CENR Office	➤ Issues note for the CTO for the payment of Environment Protection Fee			➤ 5 mins	➤ Froilan F. Arcitas Admin. Aide IV ➤ Hezel B. Tiodianco AO IV ➤ Jane Yparaguirre CENRO Staff
4	Proceeds to CTO for payment	➤ Issues receipt	P 26.25 / Cubic meter	O.R.	➤ 10 mins.	➤ Mrs. Agnes Q. Esturas Admin. Asst. II ➤ Mrs. Anna Mae Ellazo Admin. Asst. II
5	Presents the O.R. to City ENR Office	➤ Records the details of the O.R.			➤ 5 mins.	➤ Froilan F. Arcitas Admin. Aide IV
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING TREE SEEDLINGS FOR REFORESTATION
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY, 8:00 AM – 5:00 PM, NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES	:	BISLIGANONS
DURATION OF TRANSACTION	:	10 HOURS AND 55 MINUTES
WHAT ARE THE REQUIREMENTS?	:	LAND TITLE/TAX DECLARATION (CERTIFIED TRUE MACHINE COPY)
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Presents the Documents	➤ Accepts & Reviews documents			➤ 10 mins.	➤ Hezel B. Todianco EMS- I ➤ Jane Yparaguirre CENRO Staff
2	Fills-up the seedling issuance form	➤ Checks and reviews the issued form ➤ Facilitates the signing of the seedling dispersal form for approval of the City ENR Officer.		Seedling Issuance Form	➤ 5 mins ➤ 20 mins	➤ Hezel B. Todianco EMS I ➤ Jane Yparaguirre CENRO Staff ➤ Hezel B. Todianco EMS-I ➤ Froilan F. Arcitas Admin. Aide IV ➤ Everlee N. Viola Admin. Aide IV
3	Proceeds to the City Mayor's Office for the approval of the application	➤ Forwards the filled-up form for the City Mayor's approval			➤ 15 mins	➤ Librado C. Navarro City Mayor ➤ Charlito R. Lerog City Administrator ➤ Anastacio C. Galicia Exec. Asst.
4	Submits approved application form to the CENR Office	➤ Receives a copy of the approved form.			➤ 5 mins	➤ Hezel B. Todianco AO II ➤ Jane Yparaguirre CENRO Staff
5	Area evaluation	➤ Conducts ocular inspection on the area.			➤ 8 hours	➤ Teofilo S. Pacifio, Jr. Admin. Aide IV ➤ Bonifacio H. Conde JO Laborer ➤ Ricardo Gumato JO Laborer ➤ Andres Puzon JO Laborer
6	Proceeds to CENRO Nursery for the withdrawal of the seedlings.	➤ Releases the seedlings			➤ 2 hours	➤ Bonifacio H. Conde JO Laborer ➤ Sansen Guillen JO Laborer ➤ Lyndon Ybañez JO Laborer
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

TYPE OF SERVICE : **SECURING CERTIFICATE OF ENDORSEMENT FOR ANY BUSINESS ESTABLISHMENT APPLYING FOR ENVIRONMENTAL COMPLIANCE CERTIFICATE (ECC)**

SCHEDULE OF AVAILABILITY OF SERVICE : **MONDAY TO FRIDAY, 8:00 AM – 5:00 PM, NO LUNCH BREAK**

WHO MAY AVAIL OF THE SERVICES : **ANY INDIVIDUAL OR LEGAL ENTITY DOING BUSINESS WITH THE CITY GOVERNMENT OF BISLIG.**

DURATION OF TRANSACTION : **EIGHT(8) HOURS AND 50 MINUTES**

WHAT ARE THE REQUIREMENTS : **ORIGINAL COPY WITH CERTIFIED TRUE MACHINE COPY OF THE FOLLOWING DOCUMENTS:**

1. **CHECKLIST OF REQUIREMENTS BY CATEGORY COULD BE SECURED FROM DENR BISLIG**

FEE/S : **NONE**

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Presents Documents	➤ Accepts & Reviews documents			➤ 10 mins.	➤ Romeo T. Imperial CENR Officer ➤ Hezel B. Todianco Ems - I
2		➤ Conducts ocular inspection for evaluation and validation on the proposed project			➤ 8 hours	➤ Romeo T. Imperial CENR Officer ➤ Hezel B. Todianco EMS – I ➤ Froilan F. Arcitas Admin. Aide IV ➤ Everlee N. Viola Admin. Aide IV
3	Proceeds to City ENR Office	➤ Prepares Certification/ endorsement if the project is in Environmentally Critical Area(ECA) or Non-Environmentally Critical Area (Non-ECA)			➤ 20 mins	➤ Romeo T. Imperial CENR Officer ➤ Hezel B. Todianco EMS – I ➤ Froilan F. Arcitas Admin. Aide IV ➤ Everlee N. Viola Admin. Aide IV
4	Proceeds to the City Mayor's Office for the approval of the certification	➤ Forwards the certification/ endorsement for the City Mayor's approval			➤ 15 mins	➤ Librado C. Navarro City Mayor ➤ Charlito R. Lerog City Administrator ➤ Anastacio Galicia Exec. Asst.
5	Submits the approved certification to the City ENR office	➤ Receives and records the approved certification			➤ 5 mins.	➤ Jane Yparaguirre CENRO Staff ➤ Hezel B. Todianco EMS – I
END OF TRANSACTION						