



# **PROVINCIAL GOVERNMENT - ENVIRONMENT AND NATURAL RESOURCES OFFICE**



## Provision of seedlings (upon request)

<b>Office or Division:</b>	PG-ENRO – Land Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
Request letter				Requestor
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of request letter (with full details, such as location, contact person and active contact number for proper coordination)	1.1 Acceptance of the request letter through walk-in (or e-mail at <a href="mailto:pgenro_cavite@yahoo.com">pgenro_cavite@yahoo.com</a> ) to be forwarded to the PG-ENRO for review	None	10 minutes	Walk-in: <i>Administrative Aide I</i>  Via e-mail: <i>Administrative Aide I</i> <i>/PG-ENR Officer</i>
	1.2 Endorsement to the Land Management Division for proper action	None	1 day	<i>PG-ENR Officer</i>
	1.3 Validation and evaluation of the tree planting site	None	1 day scheduling	<i>Land Management Division:</i>  <i>Community Development Assistant I</i> <i>Administrative Aide I</i>
	1.4 Approval of the request	None	1 day	<i>PG-ENR Officer</i>
	1.4 Dispersal of seedlings	None	2 hours	<i>PG-ENRO Nursery personnel</i>
	<b>TOTAL</b>	<b>None</b>	<b>3 days, 2 hours and 10 minutes</b>	



## Grass cutting/tree branch trimming

<b>Office or Division:</b>	PG-ENRO – Land Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
Request letter				Requestor
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of request letter for grass cutting/tree branch trimming (With full details, such as location, contact person and active contact number for proper coordination)	1.1 Acceptance of the request letter through walk-in or e-mail ( <a href="mailto:pgenro_cavite@yahoo.com">pgenro_cavite@yahoo.com</a> ) to be forwarded to the PG-ENRO for review	None	10 minutes	Walk-in: <i>Administrative Aide I</i>  Via e-mail: <i>Administrative Aide I /PG-ENR Officer</i>
	1.2 Approval of the request to be endorsed to the Land Management Division for proper action	None	1 day	<i>PG-ENR Officer</i>
	1.3 Delegation of work to the person in-charge of Eco-Aide operations	None	10 minutes	<i>Head, Land Management Division</i>
	1.4 Communication with the client/requesting party in person or through phone call to schedule the requested activity	None	20 minutes	<i>Land Management Division:  Administrative Aide I</i>
	1.5 Actual grass cutting/tree branch trimming	None	6 hours	<i>Land Management Division Eco-Aides</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 day, 6 hours and 40 minutes</b>	



## Clean-up and de-clogging

<b>Office or Division:</b>	PG-ENRO – Land Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	General Public			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Request letter				Requestor
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of request letter for clean-up or de-clogging (with full details, such as location, contact person and active contact number for proper coordination)	1.1 Acceptance of the request letter through walk-in or e-mail ( <a href="mailto:pgenro_cavite@yahoo.com">pgenro_cavite@yahoo.com</a> ) to be forwarded to the PG-ENRO for review	None	10 minutes	Walk-in: <i>Administrative Aide I</i>  Via e-mail: <i>Administrative Aide I</i> <i>/PG-ENR Officer</i>
	1.2 Approval of the request	None	1 day	<i>PG-ENR Officer</i>
2. Communication with Land Management Division personnel	1.3 Communication with the client/requesting party in person or through phone call to schedule the requested activity	None	20 mins	<i>Land Management Division:</i>  <i>CDA I</i>
	1.4 Actual clean-up or de-clogging activity	None	<8 hours	<i>Land Management Division Eco-Aides</i>
	<b>TOTAL</b>	<b>None</b>	<b>&lt;1 day, 8 hours and 30 minutes</b>	



## Anti-dengue misting/disinfection

<b>Office or Division:</b>	PG-ENRO – Land Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	General Public			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Request letter				Requestor
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of request letter for anti-dengue misting operations/ disinfection activities (with full details, such as location, contact person and active contact number for proper coordination)	1.1 Acceptance of the request letter through walk-in or e-mail ( <a href="mailto:pgenro_cavite@yahoo.com">pgenro_cavite@yahoo.com</a> ) to be forwarded to the PG-ENRO for review	None	10 minutes	Walk-in: <i>Administrative Aide I</i>  Via e-mail: <i>Administrative Aide I /PG-ENR Officer</i>
	1.2 Approval of the request	None	1 day	<i>PG-ENR Officer</i>
	1.3 Delegation of work to the in-charge of Eco-Aide operations	None	10 minutes	<i>Head, Land Management Division</i>
	1.4 Communication with the client/requesting party in person or through phone call to schedule the requested activity	None	20 minutes	<i>Land Management Division:  Administrative Aide I</i>
	1.5 Actual conduct of anti-dengue misting/disinfection	None	6 hours	<i>Land Management Division field personnel</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 day, 6 hours and 40 minutes</b>	



## Livelihood training on making recycled handicrafts (face-to-face/ online training)

<b>Office or Division:</b>	PG-ENRO – Waste Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	General Public			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Request letter Minimum of 5 participants				Requestor
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of request letter for livelihood training on making recycled handicrafts (with full details)	1.1 Acceptance of the request letter through walk-in or e-mail to be forwarded to the PG-ENRO for review	None	10 minutes	Walk-in: <i>Administrative Aide I</i>  Via e-mail: <a href="mailto:pgenro_cavite@yahoo.com">pgenro_cavite@yahoo.com</a> <i>Administrative Aide I /PG-ENR Officer</i>
	1.2 Approval of the request to be endorsed to the Waste Management Division	None	1 day	<i>PG-ENR Officer</i>
	1.3 Communication with the requestor in person or through phone call to schedule the requested training	None	20 minutes	<i>Head, Waste Management Division (WMD)</i>
	1.4 Conduct of livelihood training	None	4 hours	<i>Administrative Aide I WMD</i>
	1.5 Issuance of signed certificates of participation	None	10 minutes	<i>Administrative Aide I</i>
2. Acknowledgement of certificates of participation	2.1 Filling out of clients details in the outgoing logbook (for walk in clients) or e-mail acknowledging receipt of the e-copies of certificates	None	5 minutes	<i>Administrative Aide I WMD</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 day, 4 hours and 45 minutes</b>	



## Basic Awareness Seminar on Republic Act No. 9003: Ecological Solid Waste Management Act of 2000 for Businesses (face-to-face/ online seminar)

<b>Office or Division:</b>	PG-ENRO – Waste Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government; Government to Business; Government to Citizens			
<b>Who may avail:</b>	Business owners			
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
Request letter Additional Requirements (commercial and industrial establishments): Mayor's Permit DTI registration Other applicable permits				Requestor City/Municipal Government DTI
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of request letter with complete requirements	1.1 Acceptance of the request letter through walk-in or e-mail ( <a href="mailto:pgenro_cavite@yahoo.com">pgenro_cavite@yahoo.com</a> ) to be forwarded to the PG-ENRO for review	None	10 minutes	Walk-in: <i>Administrative Aide I</i>  Via e-mail: <i>Administrative Aide I /PG-ENR Officer</i>
	1.2 Approval of the request to be endorsed to the Waste Management Division for proper coordination	None	1 day	<i>PG-ENR Officer</i>
	1.3 Conduct of Basic Awareness Seminar on R.A. No. 9003 for Businesses	None	4 hours	<i>Head, Waste Management Division Administrative Aide I</i>
	1.4 Issuance of signed certificates of participation	None	10 minutes	<i>Administrative Aide I</i>
2. Acknowledgement of certificate of participation	2.1 Filling out of client details in the outgoing logbook (for walk in clients) or e-mail acknowledging receipt of e-copy of certificate (if sent to client via e-mail)	None	5 minutes	<i>Administrative Aide I Waste Management Division</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 day, 4 hours and 25 minutes</b>	



**Basic Awareness Seminar on RA 6969: “Toxic Substances and Hazardous and Nuclear Wastes Control Act of 1990” (face-to-face/online seminar)**

<b>Office or Division:</b>	PG-ENRO – Waste Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government; Government to Business; Government to Citizens			
<b>Who may avail:</b>	Business owners			
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
Request letter Additional requirements (commercial and industrial establishments): Mayor’s Permit DTI registration Other applicable permits				Requestor City/Municipal Government Department of Trade and Industry
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of request letter with complete requirements	1.1 Acceptance of the request letter through walk-in or e-mail to be forwarded to the PG-ENRO for review	None	10 minutes	Walk-in: <i>Administrative Aide I</i>  Via e-mail: <a href="mailto:pgenro_cavite@yahoo.com">pgenro_cavite@yahoo.com</a> <i>Administrative Aide I /PG-ENR Officer</i>
	1.2 Approval of the request to be endorsed to the Waste Management Division for proper coordination	None	1 day	<i>PG-ENR Officer</i>
	1.3 Conduct of Basic Awareness Seminar on R.A. No. 6969	None	4 hours	<i>Head, Waste Management Division Administrative Aide I</i>
	1.4 Issuance of signed certificates of participation	None	10 minutes	<i>Administrative Aide I</i>
2. Acknowledgement of certificate of participation	2.1 Filling out of client details in the outgoing logbook (for walk in clients) or e-mail acknowledging receipt of e-copy of certificate (if sent to client via e-mail)	None	5 minutes	<i>Administrative Aide I Waste Management Division</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 day, 4 hours and 25 minutes</b>	





## Receiving of environmental complaints

<b>Office or Division:</b>	PG-ENRO – Waste Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government; Government to Citizens			
<b>Who may avail:</b>	Provincial Government of Cavite and the General Public			
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
Complaint letter				Complainant
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of complaint letter (with full details, such as location and active contact number for proper coordination)	1.1 Acceptance of the request letter through walk-in or e-mail ( <a href="mailto:pgenro_cavite@yahoo.com">pgenro_cavite@yahoo.com</a> ) to be forwarded to the PG-ENRO for review	None	10 minutes	Walk-in: Administrative Aide I  E-mail: Administrative Aide I /PG-ENR Officer
	1.2 Endorsement of the complaint letter to the concerned division	None	5 minutes	<i>PG-ENR Officer</i>
	1.3 Review of the concerned division and delegation of tasks	None	1 day	<i>Head of the division(s) concerned</i>
	1.4 Coordination with concerned agencies for the schedule of inspection	None	2 hours	<i>Division(s) concerned</i>
	1.5 Actual inspection	None	1 day	<i>Division(s) concerned</i>
	1.6 Preparation of Inspection Report	None	2 days	<i>Division(s) concerned</i>
	1.7 Receipt of Inspection Report	None	10 minutes	<i>PG-ENR Officer</i>
	1.8 Review and approval of the Inspection Report	None	1 day	<i>PG-ENR Officer</i>
	1.9 Endorsement to concerned agencies and complainant(s)	None	1 day	<i>PG-ENR Officer</i>
	<b>TOTAL</b>	<b>None</b>	<b>6 days, 2 hours and 25 minutes</b>	

## PROOF OF POSTING

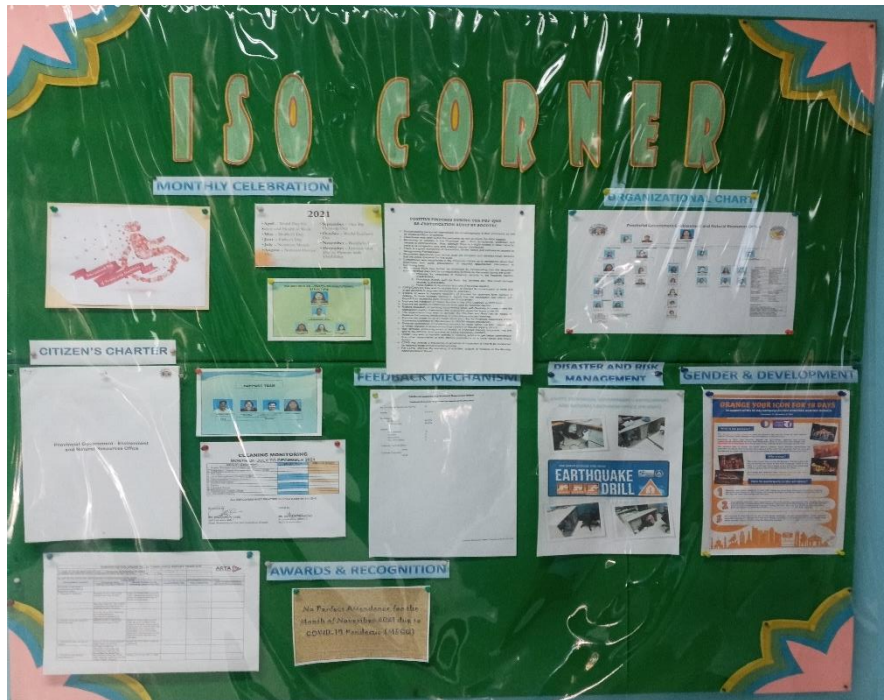


Figure 1. Provincial Government-Environment and Natural Resources Office's (PG-ENRO's) Citizen's Charter posted at the ISO Corner bulletin board visible to clients transacting in the office

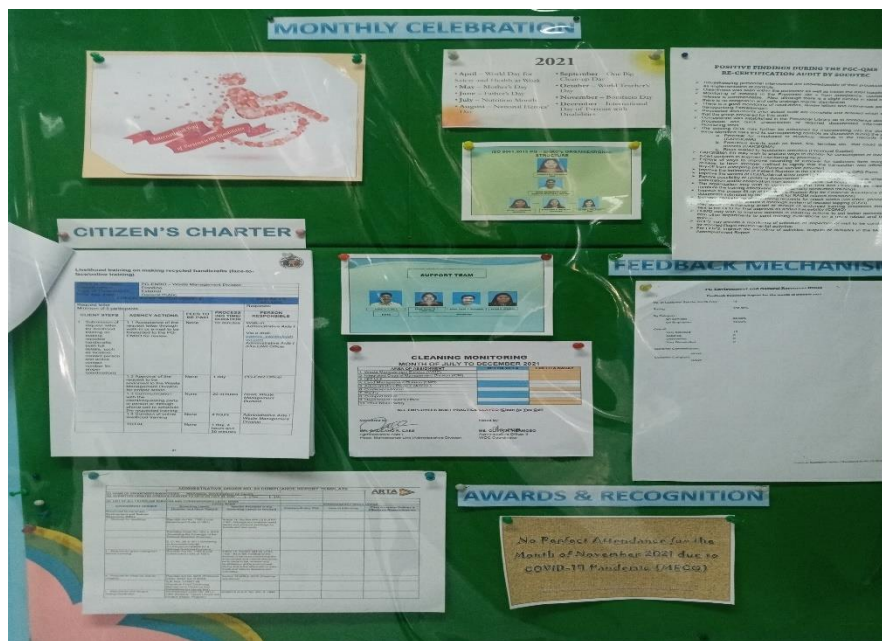


Figure 2. PG-ENRO's Citizen's Charter posted at the ISO Corner bulletin board (zoomed in)



Figure 3. PG-ENRO's Citizen's Charter (Summary/Flowchart) posted at the office entrance



Figure 4. PG-ENRO's Citizen's Charter Summary/Flowchart tarpaulins posted at the office entrance wall



## COMMUNICATION PLAN

Aside from posting the Provincial Government-Environment and Natural Resources Office's Citizen's Charter at the ISO Corner bulletin board (*Figures 1 and 2*) which is visible and accessible to clients transacting in the office, the Citizen Charter Summary/flowcharts of the current procedures and systems for the various frontline services rendered by our office, such as (1) provision of seedlings (upon request); (2) grass cutting/tree trimming; (3) clean-up and de-clogging; (4) anti-dengue misting and disinfection; (5) livelihood training on making recycled handicrafts (online training/face-to-face); (6) Basic Awareness Seminar on Republic Act No. 9003: Ecological Solid Waste Management Act of 2000 for Businesses (online seminar/face-to-face) and (7) receiving of environmental complaints are also posted conspicuously at the office entrance (*Figures 3 and 4*), enabling walk-in clients to understand how they may avail of the frontline services at a glance.

As Facebook continues to be the most popular social media platform and as the number of Facebook users increase, especially that most people are confined to their homes due to the coronavirus pandemic, they turn to social media to stay informed and communicate with their families and friends. The PG-ENRO took advantage of using Facebook as a platform to directly interact and engage with its clients. During the onset of the COVID-19 pandemic in March 2020, the PG-ENRO Cavite Quick Response Facebook Account was created to easily reach its clientele—the general public.

In view of the COVID-19 pandemic, more and more LGUs are requesting for disinfection activities in their respective localities to help prevent the spread of the deadly virus. Since March 2020, requests for disinfection activities continue to surge. Some requestors (which are mostly barangay captains) send their requests through Facebook or e-mail.

Actual photos of frontline services, such as disinfection activities and assistance to the Provincial Social Welfare and Development Office (PSWDO) in hauling of rice for distribution to various LGUs are likewise posted in social media. Thus, local government units, both at the barangay and city/municipal levels and its constituents get informed of the different services that the office provides.

## CONTACT INFORMATION

OFFICE	COMPLETE ADDRESS	CONTACT INFORMATION
Provincial Government-Environment and Natural Resources Office (PG-ENRO)	Provincial Capitol Compound, Brgy. San Agustin, Trece Martires City, Cavite 4109	Telefax No: (046) 419-0916 E-mail address: <a href="mailto:pgenresro_cavite@yahoo.com">pgenresro_cavite@yahoo.com</a>