



## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

NAME OF DEPARTMENT/AGENCY/LGU: ENVIRONMENT AND NATURAL RESOURCES OFFICE

SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:     Yes         No

LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS:

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Issuance of certificate of no objection for chainsaw registration	DENR Administrative Order No. 2003-24		DAO 2003-24	June 30, 2003	N/A
Issuance of Certificate of no objection for tree registration and/or cutting request	PD 705 s. 1975		Revised forestry code of the Philippines	May 19, 1975	Revising presidential decree No. 389 or Forestry reform code of the Philippines
Gratuitous permit for (Private use)	R.A 7942 DAO 2010-21, Mining Ordinance as amended	Section 72 b.		June 28, 2010	N/A
Gratuitous Permit for (Government Use)	R.A 7942 DAO 2010-21,		CMRB Resolution No. 3 series of 2021	December 12, 2020 June 28, 2010	N/A



	Mining Ordinance as amended			October 13, 2020	
Industrial sand and gravel permit application	R.A 7942 DAO 2010-21,  Mining Ordinance as amended	Section 72 b.		June 28, 2010  October 13, 2020	N/A
Exportation of sand and gravel for government projects	Letter from Mayor Richard I. Gomez to District Engineer of DPWH			March 11, 2020	Executive Order 17-A
Mountain Quarry Permit Application	R.A 7942 DAO 2010-21,  Mining Ordinance as amended	Section 72		June 28,2010  October 13, 2020	N/A
Special waste collection	Ormoc City Ordinance No. 36 S. of 2017	Section 31		June 13, 2017	N/A
Payment of Citation ticket	Ormoc City Ordinance No. 36 s. of 2017 Executive Order No. 202 s. of 2021	Section 49- Prohibited acts and penalties	Implementing Rules and Regulation of Ormoc City Ordinance No.51	June 13, 2017  August 11,2021	N/A
Grievance	Ordinance No. 82 s. of 2019			February 20, 2019	N/A
Garden Soil/Compost Soil Request	Ordinance No. 36 s. of 2017			June 13,2017	N/A



## SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: <u>GARDEN SOIL/COMPOST REQUEST</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Empty Sacks	Ormoc City Ordinance No. 36 Series of 2017	Fill-up the Compost/Garden Soil Request Form and present it to ENRO together with the requirements	Ormoc City Ordinance No. 36 Series of 2017	5 min	PhP 0
	Ormoc City Ordinance No. 36 Series of 2017	If approved, proceed to the Ormoc City Eco-Waste Center located at Barangay Green Valley	Ormoc City Ordinance No. 36 Series of 2017	25 min	PhP 0
	Ormoc City Ordinance No. 36 Series of 2017	Present the Compost/Garden Soil Request Form to the Ormoc City Eco-Waste Center Watchman.	Ormoc City Ordinance No. 36 Series of 2017	1 min	PhP 0
	Ormoc City Ordinance No. 36 Series of 2017	Exchange the empty sacks with the sacks of compost/garden soil	Ormoc City Ordinance No. 36 Series of 2017	5 min	PhP 0
<b>TOTAL</b>					



GOVERNMENT SERVICE: <u>GRIEVANCE</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Complaint Letter	<ul style="list-style-type: none"> <li>Ormoc City Ordinance No. 36 Series of 2017</li> </ul>	Proceed to the Environment and Natural Resources Office (ENRO) and present the Complaint Letter for assessment	<ul style="list-style-type: none"> <li>Ormoc City Ordinance No. 36 Series of 2017</li> </ul>	10 min	PhP 0
	<ul style="list-style-type: none"> <li>Ormoc City Ordinance No. 36 Series of 2017</li> </ul>	If inquired, provide further details to the ENRO Staff	<ul style="list-style-type: none"> <li>Ormoc City Ordinance No. 36 Series of 2017</li> </ul>	15 min	PhP 0
	<ul style="list-style-type: none"> <li>Ormoc City Ordinance No. 36 Series of 2017</li> </ul>	If approved, follow the procedures and agreements provided by ENRO	<ul style="list-style-type: none"> <li>Ormoc City Ordinance No. 36 Series of 2017</li> </ul>	15 min	PhP 0
<b>TOTAL</b>					



GOVERNMENT SERVICE: <u>PAYMENT OF CITATION TICKET</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Ormoc City Ordinance No. 36 Series of 2017 Citation Ticket issued by the Deputized SWM Enforcer	<ul style="list-style-type: none"> <li>Ormoc City Ordinance No. 36 Series of 2017</li> <li>Executive Order No. 202 Series of 2021</li> </ul>	Proceed to the Environment and Natural Resources Office (ENRO) and present the Citation Ticket for the issuance of a Miscellaneous Assessment (MA) Number	<ul style="list-style-type: none"> <li>Ormoc City Ordinance No. 36 Series of 2017</li> <li>Executive Order No. 202 Series of 2021</li> </ul>	5 min	PhP 0
	<ul style="list-style-type: none"> <li>Ormoc City Ordinance No. 36 Series of 2017</li> <li>Executive Order No. 202 Series of 2021</li> </ul>	Proceed to the City Treasurers Office (CTO) and present the Citation Ticket together with the MA No.	<ul style="list-style-type: none"> <li>Ormoc City Ordinance No. 36 Series of 2017</li> <li>Executive Order No. 202 Series of 2021</li> </ul>	5 min	PhP 0
	<ul style="list-style-type: none"> <li>Ormoc City Ordinance No. 36 Series of 2017</li> <li>Executive Order No. 202 Series of 2021</li> </ul>	Pay the corresponding fee at the CTO.	<ul style="list-style-type: none"> <li>Ormoc City Ordinance No. 36 Series of 2017</li> </ul>	2 min	Depending on the violation but within the range of PhP200 to PhP3,000



			Executive Order No. 202 Series of 2021		
	<ul style="list-style-type: none"><li>Ormoc City Ordinance No. 36 Series of 2017</li></ul> Executive Order No. 202 Series of 2021	Proceed to the ENRO and present the Payment Receipt and a copy of the Citation Ticket.	<ul style="list-style-type: none"><li>Ormoc City Ordinance No. 36 Series of 2017</li></ul> Executive Order No. 202 Series of 2021	5 min	PhP 0
<b>TOTAL</b>					



**GOVERNMENT SERVICE: SPECIAL WASTE COLLECTION**

**SERVICE INFORMATION**

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request Letter	<ul style="list-style-type: none"> <li>Ormoc City Ordinance No. 36 Series of 2017</li> </ul>	Proceed to the Environment and Natural Resources Office (ENRO) and present the Request Letter for assessment	<ul style="list-style-type: none"> <li>Ormoc City Ordinance No. 36 Series of 2017</li> </ul>	10 min	PhP 0
	<ul style="list-style-type: none"> <li>Ormoc City Ordinance No. 36 Series of 2017</li> </ul>	If inquired, provide further details to the ENRO Staff	<ul style="list-style-type: none"> <li>Ormoc City Ordinance No. 36 Series of 2017</li> </ul>	15 min	PhP 0
	<ul style="list-style-type: none"> <li>Ormoc City Ordinance No. 36 Series of 2017</li> </ul>	If approved, follow the procedures and agreements provided by ENRO	<ul style="list-style-type: none"> <li>Ormoc City Ordinance No. 36 Series of 2017</li> </ul>	15 min	PhP 0
<b>TOTAL</b>					



GOVERNMENT SERVICE: <u>WASTE DISPOSAL REQUEST FOR THIRD PARTY HAULER</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Original photo(s) of the wastes to be disposed	<ul style="list-style-type: none"> <li>▪ Republic Act 9003</li> <li>▪ DENR Administrative Order No. 2001-34</li> <li>▪ Ormoc City Ordinance No. 36 Series of 2017</li> </ul> <p>Approved Ormoc City Ecological Solid Waste Management Plan (2020-2029)</p>	Fill-up the Waste Disposal Request Form and submit it together with the requirements	<ul style="list-style-type: none"> <li>▪ Republic Act 9003</li> <li>▪ DENR Administrative Order No. 2001-34</li> <li>▪ Ormoc City Ordinance No. 36 Series of 2017</li> </ul> <p>Approved Ormoc City Ecological Solid Waste Management Plan (2020-2029)</p>	2 min	PhP 0
Waste weight receipt	<ul style="list-style-type: none"> <li>▪ Republic Act 9003</li> <li>▪ DENR Administrative Order No. 2001-34</li> <li>▪ Ormoc City Ordinance No. 36 Series of 2017</li> </ul> <p>Approved Ormoc City Ecological Solid Waste</p>	If approved, transport the waste to the Ormoc City Eco-Waste Center located at Barangay Green Valley	<ul style="list-style-type: none"> <li>▪ Republic Act 9003</li> <li>▪ DENR Administrative Order No. 2001-34</li> <li>▪ Ormoc City Ordinance No.</li> </ul>	25 min	PhP 0





	Management Plan (2020-2029)		36 Series of 2017 Approved Ormoc City Ecological Solid Waste Management Plan (2020-2029)		
	<ul style="list-style-type: none"> <li>▪ Republic Act 9003</li> <li>▪ DENR Administrative Order No. 2001-34</li> <li>▪ Ormoc City Ordinance No. 36 Series of 2017</li> </ul> Approved Ormoc City Ecological Solid Waste Management Plan (2020-2029)	Present the Approved Waste Disposal Request Form to the Ormoc City Eco-Waste Center Watchman.	<ul style="list-style-type: none"> <li>▪ Republic Act 9003</li> <li>▪ DENR Administrative Order No. 2001-34</li> <li>▪ Ormoc City Ordinance No. 36 Series of 2017</li> </ul> Approved Ormoc City Ecological Solid Waste Management Plan (2020-2029)	1 min	PhP 0
	<ul style="list-style-type: none"> <li>▪ Republic Act 9003</li> <li>▪ DENR Administrative Order No. 2001-34</li> <li>▪ Ormoc City Ordinance No. 36 Series of 2017</li> </ul> Approved Ormoc City Ecological Solid Waste	Disposed the waste at the assigned disposal site.	<ul style="list-style-type: none"> <li>▪ Republic Act 9003</li> <li>▪ DENR Administrative Order No. 2001-34</li> <li>▪ Ormoc City Ordinance No. 36 Series of 2017</li> </ul>	10 min	PhP 0



	Management Plan (2020-2029)		Approved Ormoc City Ecological Solid Waste Management Plan (2020-2029)		
<b>TOTAL</b>					