

**CITY ENVIRONMENT AND NATURAL
RESOURCES OFFICE**

EXTERNAL SERVICES

CITIZEN'S CHARTER

CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

FUNCTIONAL STATEMENT

The **City Environment and Natural Resources** Office shall:

- Provide assistance to the City Mayor in carrying out measures to ensure delivery of basic services and provision of adequate facilities relative to environment and natural resources services.
- Develop plans and strategies on environment and natural resources consistent with the provisions of this code and implement them upon approval of the City Mayor.
- Formulate measures for the consideration of the Sangguniang Panlungsod necessary to strengthen the implementation of the code or when the code or portions thereof requires amendment or addendum and all matters relative to the protection, conservation, utilization, application of appropriate technology and all other matters related to environment and natural resources.
- Coordinate with government agencies and NGO's in the implementation of measures to prevent and control land, air and water pollution with the assistance of DENR.
- Inspect, monitor, and evaluate compliance of establishments, issue notice of non-compliance and recommend to the mayor revocation or non-renewal of permits and cessation of their activities on the basis of their failure to comply.
- Shall allocate budget for programs and activities envisioned in this code.

FRONTLINE SERVICES OFFERED

- Assessment of Environmental Protection and Inspection Fees and Garbage Collection Fees.
- Implementation of Environment Code of Imus.
- Provision of Free Soil Enhancer.
- Issuance of Certificate of No Objection to Cut Trees.
- Provision of Environmental Information, Education Campaign (IEC) and Training Services.

1.ASSESSMENT OF ENVIRONMENTAL PROTECTION AND INSPECTION FEES AND GARBAGE COLLECTION FEES

OFFICE OR DIVISION	City Environment and Natural Resources Office	
CLASSIFICATION	G2B – Government to Business	
TYPE OF TRANSACTION	Simple	
WHO MAY AVAIL THE SERVICE	Persons, natural and juridical, with existing and/or new business activities in the City of Imus	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Barangay Endorsement		Respective Barangay
Resolution from the Homeowners Association if the establishment is located in subdivisions		Respective Homeowners Association
Waste Management Seminar Certificate		City Environment and Natural Resources Office
Environmental Compliance Certificate or Certificate of Non- Coverage for the following business establishments: <ul style="list-style-type: none"> • Junkshops • Gasoline Stations • Hospitals • Emission Testing Center • Piggery • Poultry • Large-scale Industries • Funeral Parlors 		DENR/EMB ONLINE APPLICATION

• Cemeteries				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1.1 Record name, address and contact number of the applicant	None	5 minutes	Maricel Bautista
	1.2 Evaluate submitted documents	None		
	* If subject to Environmental Compliance Certificate (ECC)/ Certificate of Non Coverage (CNC), schedule the inspection of business establishment * If subject to ECC/CNC, inspect business establishment	None	* 1 hour	Ronaldo de Castro Jerry del Mundo Arturo Capati
2. Secure Assessment	2.1 Assess garbage fee 2.2 Advise applicant's schedule of “Waste Management Seminar for Business Establishments”	See Environmental Protection and Inspection Fees below	10 minutes	Maricel Bautista
3. Pay necessary fees	3. Receive payment and release Official Receipt		5 minutes	City Treasurer's Office
Fill out Customer Feedback Form				
TOTAL		Based on assessment	1 hour, 20 minutes	
END OF TRANSACTION				

NOTE: Service can be availed at the Business One Stop Shop (BOSS) Area

ENVIRONMENTAL PROTECTION AND INSPECTION FEE

	Amount per Annum
1. Heavy Industries	
a. Tannery	5,000.00
b. Chemical Manufacturing	5,000.00
c. Refinery	5,000.00
d. Batching Plant	4,000.00
e. Electronics	4,000.00
f. Metal Fabrication	4,000.00
g. Plastic/Vinyl, Glass Manufacturing	4,000.00
h. Aluminum Fabrication	3,500.00
i. Bulb Manufacturing	3,000.00
j. Rubbery/Dye/Paint	2,500.00
k. Food Processing	2,500.00
l. Others	2,000.00
2. Medium Industries	
a. LPG Refilling Plant	2,000.00
b. Ceramics, Toilet Fixtures	1,500.00
c. Hatchery	1,500.00
d. Food Processing (Medium Scale)	1,500.00
e. Printing	1,000.00
f. Paper Products	1,000.00
g. Concrete Products	1,000.00
h. Others	1,000.00
3. Light Industries	
a. Agro-Industrial	1,000.00
b. Furniture Making	1,000.00
c. Garments & Other Fabric Based Products	1,000.00
d. Assembly	700.00
e. Storage/Warehouse/Haulage/Trading	500.00

f. Corrugated Cartons	500.00
g. Lessor	500.00
h. Packaging	500.00
i. Others	500.00
4. Food Industries	
a. Bakery	500.00
b. Restaurant	500.00
c. Canteen	100.00
d. Carinderia	100.00
e. Fruit Stall	100.00
f. Others	300.00
5. Trading Merchandise	
a. Supermarkets	2,000.00
b. Market Stall	
1. Wet Goods	200.00
2. Dry Goods	200.00
c. Sari-sari Store	200.00
d. LPG, Pet Shop, Drugstore, Flower Shop & Gardens/Nurseries	500.00
e. Appliance Center, Electronic Store, Auto Supply, General Merchandise, Electrical Supply, Bicycle Store, Dental/Medical Supply, Gift Shop, Shoes, Bags, Garments Store, Agricultural/Veterinary Supply	500.00
f. Hardware Construction Supply, Raw Material Supply, Furniture, Paint Center, Glass and Aluminum	500.00
g. Others	500.00
6. Small Scale Industries	
a. Jeepney Body Builders	500.00
b. Hollow Blocks/Furniture	500.00
c. Garments/Shoes/Bags/Hats	500.00
d. Others	500.00
7. Amusement Places	
a. Coliseum, Resorts, Function Halls	500.00
b. Billiard Hall, Bingo House, Bowling, Fitness Center	500.00

c. Race Tracks, Sports Coliseum	500.00
d. Others	500.00
8. Institutional Establishment	
a. Hospitals	2,000.00
b. Lying-In Clinics	1,000.00
c. Clinics and Laboratories	1,000.00
d. Private Schools	1,000.00
e. Banks, Pawnshops, Money Changers, Lending Investors	1,000.00
f. Others	500.00
9. Services	
a. Repair Shop/Vulcanizing	300.00
b. Beauty Parlor, Barber Shop	300.00
c. Rentals (Video Computer)	300.00
d. Transportation Terminals	300.00
e. Water Refilling	1,000.00
f. Telecommunications	2,000.00
g. Services Offices	500.00
h. Funeral Services	2,000.00
i. Water District	3,000.00
j. Dwelling	
i. Apartments for Rent (per door) 50/day	50.00
ii. Boarding Houses/Dormitories (per bed)	50.00
iii. Hotels, Inns	1,000.00
k. Printing Establishments	500.00
l. Others	500.00
10. Agricultural	
a. Poultry Farms, Piggery, Cattle Raising	1,500.00
b. Fish Pen	1,000.00
c. Rice Mill	500.00
d. Others	500.00

11. Slaughter House	2,000.00
12. Private Offices	300.00
13. Junkshops	2,000.00
14. Gasoline Service & Filling Station including LPG	2,000.00
15. Memorial Chapels	2,000.00
16. Golf Courses	500.00
17. Golf Clubs, Tennis Club and Gun Clubs	
18. Other Recreational Facilities	
19. All other businesses not specifically mentioned outside each category	

II.4. GARBAGE FEES:

Administration Offices, Offices Professionals		540.00
	Amount per Annum	
Apartments		360.00/door
Bakeshops	10.00/day	3,600.00
Bakeries, Eateries, Canteen and Cafeterias	5.00/day	1,800.00
Mini-Bakeries	3.00/day	1,080.00
Beauty Parlors, Hair Salons and Barber Shops:		
with more than 6 personnel	3.00/day	1,080.00
with 4 to 6 personnel	2.00/day	720.00
with solo up to 3 personnel	1.00/day	360.00
Department Stores, Malls Warehouse (with Private Garbage Collector)		6,000.00
Dormitories, Lodging or Boarding House	1.00/day/boarder	
1 boarder		360.00
2 boarders		720.00
3 boarders		1,080.00
4 boarders		1,440.00
5 boarders		1,800.00
6 boarders		2,160.00

7 boarders		2,520.00
8 boarders		2,880.00
9 boarders		3,240.00
10 boarders		3,600.00
11 boarders		3,960.00
12 boarders		4,320.00
Fast Food Centers (with Private Garbage Collector)	10.00/day	3,600.00
Fast Food Centers (w/out Private Garbage Collector)		200,000.00
Financial (Bank) and Lending Institution and Pawnshops	1.00/day/personnel	1,200.00
Funeral Parlors		2,400.00
Memorial Chapels:		
with 10 chapels and above		30,000.00
with 6 to 10 chapels		20,000.00
with 5 chapels and below		10,000.00
Gasoline and Service Stations		3,600.00
Carwash and Auto Repair Shop		720.00
Hospitals/Lying -Inn (Should have Private Contractor for Infectious Wastes):		
Tertiary		115,200.00
Secondary		57,600.00
Primary		28,800.00
Internet Café:		
With Snack Counter		1,080.00
Without Snack Counter		540.00
Manufacturer (Should have Private Contractor)		6,000.00
Media Facilities		540.00
Medical and Dental Laboratories (Should have Private Contractor for Infectious)		1,800.00
Medical, Dental and Animal Clinics		720.00
Movie House		1,800.00
Restaurants and Bars		3,600.00

Resorts		3,600.00
Sari-Sari Store		No Garbage
Schools (with Ecological Solid Waste Management Program):		
1000 or more enrollees		12,000.00
500 to 999 enrollees		9,600.00
50 to 499 enrollees		4,800.00
49 and below enrollees		2,400.00
Slaughterhouses		12,000.00
Stall at Malls or Department Stores		1,200.00
For Kiosk		600.00
Stalls at Public Market		No Garbage
Private Markets/Talipapa	3.00/stall/day	1,080.00/stall
Supermarket		3,600.00
Telegraph, Teletype, Cable and Wireless Communication Companies		720.00
Telephone and Electric Companies		720.00
All Business, industry, commercial, and agricultural establishments not specifically mentioned aboved:		
500 or more but less than 1000 sq. mtr.		3,600.00
200 or more but less than 500 sq. mtr.		2,400.00
100 or more but less than 200 sq. mtr.		1,200.00
50 or more but less than 100 sq. mtr.		720.00
25 more but less than 50 sq. mtr.		540.00
less than 25 sq. mtr.		365.00

***DISCOUNTS**

- a) New business establishments that will operate or have their operation during or within the last quarter of the year and will secure for Mayor's Permit/Business Permit shall be given discount on garbage fee only, based on the duration of the period left on said calendar year.
- b) Additional discounts may be granted to establishments on such rates as may be prescribed for implementing program on wastes reduction, wastes segregation, composting, or recycling in support to the solid waste management program of the city as embodied in an ordinance or implementing rules.

2. RECORDING OF SETTLED FINES IN VIOLATION OF ENVIRONMENTAL ORDINANCE SERVICE

OFFICE OR DIVISION	CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE			
CLASSIFICATION	G2C			
TYPE OF TRANSACTION	Simple			
WHO MAY AVAIL THE SERVICE	• Any Individual Person/Any Business establishment or Enterprise.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Citation Ticket		CENRO		
Official Receipt (from the Treasurer's Office)		TREASURER'S OFFICE		
FEES: <ul style="list-style-type: none"> Refer to City Ordinance violated (APPENDIX A) 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Official Receipt (OR) to the staff in charge for recording	1.1 Record OR No. of fines being paid 1.2 Stamp OR as "Recorded"	NONE	5 minutes	Ofelia Corpuz
Fill out Customer Feedback Form				
TOTAL		5 MINUTES		
END OF TRANSACTION				

3. PROVISION OF FREE SOIL ENHANCER

OFFICE OR DIVISION	City Environment and Natural Resources Office			
CLASSIFICATION	G2C			
TYPE OF TRANSACTION	SIMPLE			
WHO MAY AVAIL THE SERVICE	All residents of Imus; Academic and Private Groups within the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request from individuals or group/agencies		Client		
Valid identification card with present address		Client		
Sack (for "Palit-sako)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1. Evaluate submitted letter.	None	5 minutes	Ofelia Corpuz
2. Receive and fill-out Soil Enhancer Distribution Form and instructions	2.1 Issue Soil Enhancer Distribution Form	None	10 minutes	Ofelia Corpuz
	2.2 Give Instructions on "Palit-Sako" requirement on availing free soil enhancer.			
3. Present Soil Enhancer Distribution Form and Receive Soil enhancer at City Composting Facility.	3.1 City Composting Facility to receive Soil Enhancer Distribution Form and Issue Soil Enhancer.	None	20 minutes	Maximiano Villanueva
	3.2 Record transaction			
Fill out Customer Feedback Form				
TOTAL		None	35 minutes	
END OF TRANSACTION				

4. ISSUANCE OF CERTIFICATE OF NO OBJECTION TO CUT TREE

OFFICE OR DIVISION	CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE			
CLASSIFICATION	G2C			
TYPE OF TRANSACTION	Complex			
WHO MAY AVAIL THE SERVICE	-All residents, firms or establishments wishing to cut down trees within the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of intent 		Client		
<ul style="list-style-type: none"> Barangay Clearance / Certificates of No Objection from the Barangay. 		Client		
<ul style="list-style-type: none"> ID and Photocopy of Tax Declaration (must be the land owner of the tree to be cut) 		Client		
<ul style="list-style-type: none"> Home Owner's Certification (If subdivision) 		HOA		
<ul style="list-style-type: none"> Pictures of trees to be cut 		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit letter request and requirements 1.1 for online transaction, email request and requirement to imuscavcenro@gmail.com	-Evaluate submitted letter and required documents. -Schedule ocular inspection.	-NONE	10 minutes	Jerry del Mundo
2.Wait for Ocular Inspection and notice of availability	-Ocular inspection and Recommendation	-NONE	*20 minutes	Ronaldo De Castro Jerry del Mundo Arturo Capati
3. Receive Certificate of No Objection and endorsement to PENRO	-Issuance of Certificate of No Objection and Endorsement to PENRO	-NONE	10 minutes	Arturo Capati
Fill out Customer Feedback Form				
TOTAL			40 MINUTES	
END OF TRANSACTION				

*Ocular Inspection for scheduling

5. REQUEST OF ENVIRONMENTAL INFORMATION, EDUCATION CAMPAIGN (IEC) AND TRAINING SERVICES

OFFICE OR DIVISION	City Environment and Natural Resources Office			
CLASSIFICATION	G2C			
TYPE OF TRANSACTION	Simple			
WHO MAY AVAIL THE SERVICE	All residents, academic and private groups in City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1.1 Evaluate submitted letter 1.2 Verify and interview client.	None	15 minutes	Ronaldo De Castro Jerry del Mundo Arturo Capati
2. Schedule the IEC/ Training	2. Schedule the IEC/ Training * For online IEC/training schedule IEC training and send link of the training	None	10 minutes	Ronaldo De Castro Jerry del Mundo Arturo Capati
3. Participate in the IEC/Training	3. Conduct IEC/Training	None	Depending on the IEC/Training to be conducted	
Fill out Customer Feedback Form				
TOTAL		None	25 minutes	

Location:

**The CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE is located at the 3rd Floor of the New City of Imus Government Center
Barangay ,Malagasang 1G**

MS. DOROTEA L. SAGENES

Head

City environment and Natural Resources Office

You can also contact us at:

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0917-177- 5997



CITY GOVERNMENT OF IMUS
CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

CENRO DEPARTMENT HEAD
DOROTEA J. SAGVIES
CITY ENVIRONMENT & NATURAL RESOURCES OFFICER I

ASSISTANT DEPARTMENT HEAD
RONALDO C. DE CASIRO
SUPERVISING ENVIRONMENTAL MGMT. SPECIALIST

