



ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY/LGU: PROVINCIAL GOVERNMENT OF ISABELA - ENVIRONMENT AND NATURAL RESOURCES OFFICE (ENRO)

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: [] Yes [] No

(3) LIST OF ALL FRONTLINERS 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 |
| 1. Quarry and Commercial/Industrial Sand and Gravel Permit Application | RA 7942: Philippine Mining Act of 1995 | Chapter VIII: Quarry Operation | SP Ordinance No. 05 series of 2014 | April 8, 2014 | Executive Order 05, dated July 18, 2002 (MRF) |
| 2. Earth Moving with Commercial Disposition Permit Application | RA 7942: Philippine Mining Act of 1995 | Chapter VIII: Quarry Operation | SP Ordinance No. 05 series of 2014 | April 8, 2014 | |
| 3. Small Scale Mining Permit Application | RA 7076: People's Small Scale Mining Act of 1991; RA 7160: Local Government Code of 1991; RA 7942: Philippine Mining Act | Section 17 (b) Basic Services and Facilities (3) For a Province (iii) Pursuant to national policies and subject to supervision, control and review of the DENR, small-scale mining law,; Chapter VIII: Quarry Operation | SP Ordinance No. 05 series of 2014 | April 8, 2014 | |
| 4. Accreditation of Haulers for Mineral & Sand and Gravel Materials | RA 7942: Philippine Mining Act | Chapter XIII: Accreditation of Processors, Traders, Dealers & Retailers in the Trading of Minerals/Mineral By-Products and By-Products | SP Ordinance No. 05 series of 2014 | April 8, 2014 | Memorandum of Agreement between MGB Region 02 and Provincial Government of Isabela dated January 25, 2001 |



| 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 |
| 5. Provision of seedlings and Forest products | Executive Order No. 26 series of 2011: Declaring an Interdepartmental Convergence Initiative for a National Greening Program Presidential Memorandum Order No. 162 series of 1993; | Section 5.6: Partner Agencies/Stakeholders – Local Government Units (LGUs) | Executive Order No. 16 series of 2019; Executive Order No. 42 series of 2019; Executive Order No. 43 Series of 2019; | July 25, 2019 September 20, 2019 September 20, 2019 | Memorandum of Agreement (DENR-PGI); Deed of Donation |
| 6. Provision of Technical Assistance in Resolution of Environmental-related Complaints | RA 7160: Local Government Code of 1991 | Section 17 (b)Basic Services and Facilities (3)For a Province (iii) Pursuant to national policies and subject to supervision, control and review of the DENR, enforcement of forestry laws limited to community-based forestry projects,..... and other laws on the protection of the environment;; Article XIV Section 484 (b) | | | |
| 7. Provision of Technical Assistance for other forest and environmental concerns | RA 7160: Local Government Code of 1991 | Section 17 (b)Basic Services and Facilities (3)For a Province (iii) Pursuant to national policies and subject to supervision, control and review of the DENR, enforcement of forestry laws limited to community-based forestry projects,..... and other laws on the protection of the environment;; Article XIV Section 484 (b) | | | |



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

| GOVERNMENT SERVICE: INDUSTRIAL/COMMERCIAL SAND AND GRAVEL PERMIT ISSUANCE | | | | | |
|--|--|---|---|--|--|
| 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 | | |
| 1. Survey Plan signed by MGB-Deputized License Geodetic Engineer | RA 7942 Chapter VIII Section 74 | - Pagsumite ng Application at Pagsusuri ng mga Dokumento | | Dalawang oras bawat kliyente | |
| 2. Area Clearance from concerned agencies which deemed to be affected by the permit application i.e DPWH if area applied is near a bridge or flood control; NIA if near irrigation canal, etc. | RA 7942 Chapter VIII Section 74 | - Pagbabayad ng kaukulang bayarin (Regulatory at Administrative fees) a. Order of Payment b. Payment Remittance | | 30 minutos bawat kliyente 30 minutos bawat kliyente | Php 11,330.00 |
| 3. Barangay Certification of No Objection or Written permission from land owner if private | SP Ordinance No. 05 series of 2014 Article III Section 18-19 | - Pagsasagawa ng aktwal field verification ng applied area | | Dalawang araw bawat kliyente | |
| 4. Zoning Certification | SP Ordinance No. 05 series of 2014 Article III Section 18-19 | - Pag endorso ng mga Aplikasyon para sa pagsusuri at deliberasyon ng Provincial Mining Regulatory Board (PMRB) | | Isang araw para sa lahat ng aplikasyong natanggap | |
| 5. Mayor's Certification/Business Permit | SP Ordinance No. 05 series of 2014 Article III Section 18-19 | - Pagsusuri at Deliberasyon ng mga Permit Applications | | Isang araw para sa lahat ng aplikasyong natanggap | |
| 6. Work Program (MGB Form No. 5-4 or MGB Form No. 6.2) duly signed and sealed by a Licensed Mining Engineer or Geologist | RA 7942 Chapter VIII Section 74 | - Paghahanda ng mga permit para sa pinal na pag apruba ng Punong Panlalawigan | | Tatlong araw para sa lahat ng permit na naihanda | |
| 7. Proof of Technical Competence: a. Curriculum Vitae of Technical Personnel b. Track records environmental management of Technical Personnel | RA 7942 Chapter VIII Section 74 | - Kapag aprubado na ang Permit, pagbabayad ng kaukulang buwis at iba pang bayarin (Extraction Fee at Mine Rehabilitation Fee) a. Order of Payment b. Payment Remittance | Executive Order 05, dated July 18, 2002 (MRF) | 30 minutos bawat kliyente 30 minutos bawat kliyente | Extraction Fee: 10.00/cu.m. MRF: 5.00/cu.m. Boulders: 40.00/cu.m. G1/S1: 30.00/cu.m. Mixed gravel: 20.00/cu.m. Ordinary Earth: 15.00/cu.m |



| GOVERNMENT SERVICE: INDUSTRIAL/COMMERCIAL SAND AND GRAVEL PERMIT ISSUANCE | | | | | |
|--|--|---|--------------|-------------------------------|--|
| LIST OF REQUIREMENTS | | SERVICE INFORMATION | | | |
| Requirement | Legal Basis | LIST OF STEPS AND PROCEDURES | | Total Processing Time | Total Fees to be Paid |
| | | Client Steps/Procedures as indicated in the Citizen's Charter | Legal Basis | | |
| 8. Proof of Financial Capability: a. Statement of Assets, Liabilities and Networth (SALN) for individuals b. Latest Audited Financial Statement for corporation, association or cooperative | RA 7942 Chapter VIII Section 74 | | | | |
| 9. Photocopy of Articles of Incorporation/Partnership/ Association, By Laws and Certificate of Registration duly Certified by Securities and Exchange Commission (SEC) or authorized government agency/ies for corporation, association or cooperative | RA 7942 Chapter VIII Section 74 | | | | |
| 10. Certificate of Projection from Mines & Geo-Sciences Bureau (MGB) | RA 7942 Chapter VIII Section 74 | | | | |
| 11. Environmental Compliance Certificate (ECC) from Environmental Management Bureau (EMB) | RA 7942 Chapter VIII Section 2=74 | | | | |
| 12. Accomplished and Notarized Application Form | RA 7942 Chapter VIII Section 74 | | | | |
| 13. Application/Processing/Filing Fee: Php11,330.00 | SP Ordinance No. 05 series of 2014 Article II Section 5(a) | | | | |
| | | | TOTAL | 7 na araw at 4 na oras | Depende sa klase ng aggregate (boulder, G1/S1, mixed gravel, o ordinary earth) na i-e-extract. |



| GOVERNMENT SERVICE: <u>EARTH MOVING WITH COMMERCIAL DISPOSITION PERMIT APPLICATION</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 | | |
| 1. Letter of Intent with limit to up to Two (2) hectares | SP Ordinance No. 05 series of 2014 Article III Section 22 | - Pagsumite ng Application at Pagsusuri ng mga Documento | | Dalawang oras bawat kliyente | |
| 2. Sketch Plan with vicinity map | RA 7942 Chapter VIII Section 74 SP Ordinance No. 05 series of 2014 Article III Section 22 | - Pagbabayad ng kaukulang bayarin (Regulatory at Administrative fees) b. Order of Payment c. Payment Remittance | | 30 minutos bawat kliyente 30 minutos bawat kliyente | Php 11,330.00 |
| 3. Title, Tax Declaration of the site | SP Ordinance No. 05 series of 2014 Article III Section 22 | - Pagsasagawa ng aktwal field verification ng applied area | | Dalawang araw bawat kliyente | |
| 4. Barangay Certification of No Objection | SP Ordinance No. 05 series of 2014 | - Pag endorso ng mga Aplikasyon para sa pagsusuri at deliberasyon ng Provincial Mining Regulatory Board (PMRB) | | Isang araw para sa lahat ng aplikasyong natanggap | |
| 5. List of Equipment to be used | SP Ordinance No. 05 series of 2014 Article III Section 22 | - Pagsusuri at Deliberasyon ng mga Permit Applications | | Isang araw para sa lahat ng aplikasyong natanggap | |
| 6. Volume to be Extracted | SP Ordinance No. 05 series of 2014 Article III Section 22 | - Paghahanda ng mga permit para sa pinal na pag apruba ng Punong Panlalawigan | | Tatlong araw para sa lahat ng permit na naihanda | |
| 7. Environmental Compliance Certificate (ECC) from Environmental Management Bureau (EMB) | RA 7942 Chapter VIII Section 24 SP Ordinance No. 05 series of 2014 Article III Section 22 | - Kapag aprubado na ang Permit, pagbabayad ng kaukulang buwis at iba pang bayarin (Extraction Fee at Mine Rehabilitation Fee) a. Order of Payment b. Payment Remittance | Executive Order 05, dated July 18, 2002 (MRF) | 30 minutos bawat kliyente 30 minutos bawat kliyente | Extraction Fee: 10.00/cu.m. MRF: 5.00/cu.m. Boulders: 40.00/cu.m. G1/S1: 30.00/cu.m. Mixed gravel: 20.00/cu.m. Ordinary Earth: 15.00/cu.m |
| 8. Accomplished and Notarized Application Form | SP Ordinance No. 05 series of 2014 Article III Section 22 | | | | |
| 9. Application/Processing/Filing Fee: Php 11,330.00 | SP Ordinance No. 05 series of 2014 Article II Section 5(a) | | | | |
| | | | TOTAL | 7 na araw at 4 na oras | Depende sa klase ng aggregate (boulder, G1/S1, mixed gravel, o ordinary earth) na i-e-extract. |



| GOVERNMENT SERVICE: SMALL SCALE MINING PERMIT APPLICATION | | | | | |
|---|---|--|--|--|--|
| LIST OF REQUIREMENTS | | SERVICE INFORMATION | | | |
| Requirement | Legal Basis | LIST OF STEPS AND PROCEDURES | | Total Processing Time | Total Fees to be Paid |
| | | Client Steps/Procedures as indicated in the Citizen's Charter | Legal Basis | | |
| 1. Location map of the proposed area signed and sealed by Deputized Geodetic Engineer | RA 7076; RA 7942 Chapter IX Section 103 Small Scale Mining; SP Ordinance No. 05 Series of 2014 Article III Section 21 | - Pagsumite ng Application at Pagsusuri ng mga Documento | RA 7076; RA 7942 Chapter IX Section 103 Small Scale Mining; RA 11032 | Dalawang oras bawat kliyente | |
| 2. Sketch Plan of the proposed area signed and sealed by Deputized Geodetic Engineer | RA 7942 Chapter VIII Section 74; SP Ordinance No. 05 series of 2014 Article III Section 21 | - Pagbabayad ng kaukulang bayarin (Tax) a. Order of Payment b. Payment Remittance | RA 7942; SP Ordinance No. 05 | 30 minutos bawat kliyente 30 minutos bawat kliyente | Amount shall depend on the volume and market |
| 3. Copy of Small Scale Miners License | RA 7076 Chapter III | - Pagsasagawa ng aktwal field verification ng applied area | RA 7942 | Dalawang araw bawat kliyente | |
| 4. Proposed Small Scale Mining Contract | RA 7076 Chapter III | - Pag endorso ng mga Aplikasyon para sa pagsusuri at deliberasyon ng Provincial Mining Regulatory Board (PMRB) | RA 7942 | Isang araw para sa lahat ng aplikasyong natanggap | |
| 5. Application for Survey Order | RA 7076 Chapter III | - Pagsusuri at Deliberasyon ng mga Permit Applications | RA 7942 | Isang araw para sa lahat ng aplikasyong natanggap | |
| 6. Proposed Two-Year Work Program | RA 7942 Chapter VIII Section 74; | - Paghahanda ng mga permit para sa pinal na pag apruba ng Punong Panlalawigan | RA 11032 | Tatlong araw para sa lahat ng permit na naihanda | |
| 7. Potential Environment Impact Management Plan (PEIMP) | RA 7942 Chapter VIII Section 74; | | | | |
| 8. Certificate of Environmental Management and Community Relations Record (CEMCRR) o Certificate of Exemption if the applicant has neither past nor present mineral resource use or mining-related venture(s) | RA 7942 Chapter VIII Section 74; | | | | |



GOVERNMENT SERVICE: SMALL SCALE MINING PERMIT APPLICATION

| 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 | | |
| 9. Community Development and Management Program (CDMP) | RA 7942 Chapter VIII Section 74; | | | | |
| 10. Annual Safety and Health Program (ASHP) | RA 7076 Chapter III | | | | |
| 11. Sworn declaration of the total area covered by the applicant's small scale mining contract(s)/application(s) in the country | RA 7076 Chapter III | | | | |
| 12. Barangay Certification of No Objection o Written permission mula sa mga nagmamay-ari ng lupa kung ito ay pribado | SP Ordinance No. 05 series of 2014 Article III Section 21 | | | | |
| 13. Zoning Certification | SP Ordinance No. 05 series of 2014 Article III Section 21 | | | | |
| 14. Clearance from the Office of the National Commission of Indigenous Peoples (NCIP) | RA 7942 Chapter VIII Section 74; | | | | |
| 15. Proof of Financial Capability: a. Statement of Asset, Liabilities and Networth (SALN) para sa indibidwal b. Latest Audited Financial Statement para sa mga corporation, association o cooperative | RA 7942 Chapter VIII Section 74; | | | | |
| 16. Photocopy of Articles of Incorporation and By-Laws duly certified by Securities and Exchanges Commission (SEC) para sa mga corporation, association o cooperative | RA 7942 Chapter VIII Section 74; | | | | |
| 17. | | | | | |



| GOVERNMENT SERVICE: SMALL SCALE MINING PERMIT APPLICATION | | | | | |
|---|--|---|--------------|-------------------------------|--|
| LIST OF REQUIREMENTS | | SERVICE INFORMATION | | | |
| Requirement | Legal Basis | LIST OF STEPS AND PROCEDURES | | Total Processing Time | Total Fees to be Paid |
| | | Client Steps/Procedures as indicated in the Citizen's Charter | Legal Basis | | |
| 18. Environmental Compliance Certificate (ECC) from DENR-EMB | RA 7942 Chapter VIII Section 74; | | | | |
| 19. Accomplished and Notarized Application Form | RA 7942 Chapter VIII Section 74; | | | | |
| 20. Application/Processing/Filing Fee: Metallic: Php 20,000.00 Non-metallic: Php 10,000.00 PD 1856: Php 20.00 Proj. Desc.: Php 310.00 Field Veric: Php 5,000.00 Gov. Permit Fee: Php 5,500.00 | SP Ordinance No. 05 series of 2014 Article II Section 5(c) | | | | |
| | | | TOTAL | 7 na araw at 3 na oras | Depende sa mineral resource – <i>metallic</i> o <i>non-metallic</i> at sa buwis na babayaran ng nag-a-apply. |



GOVERNMENT SERVICE: ACCREDITATION OF HAULERS, DEALERS, TRADERS AND/OR RETAILERS IN TRADING OF MINERAL PRODUCTS AND BY-PRODUCTS

| 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 | | |
| 1. Copy of Permit/Contract of the Supplier/Sources of minerals/mineral products/by-products or Copy of Certificate of Accreditation if the Source is already an accredited trader, dealer or retailer | RA 7942 Section 129; | - Pagsumite ng Application at Pagsusuri ng mga Dokumento | RA 11032 | Isang oras bawat kliyente | Wala |
| 2. DTI Registration | RA 7942 Section 129; | - Pagbabayad ng kaukulang bayarin a. Order of Payment b. Payment Remittance | SP Ordinance No. 05 series of 2014 | 30 minutos bawat kliyente 30 minutos bawat kliyente | P 2,520.00 P 100.00 per sticker |
| 3. Proof of legal source or supply na suportado ng alin man sa mga sumusunod: a. Supply Contract or Agreement with Permit Holder, Contractor or Accredited Dealer of mineral b. Affidavit executed by a Permit Holder, Contractor or Accredited Dealer that approving to be the source of materials for the applicant c. Delivery or Purchase Receipts from the Permit Holder, Contractor or Accredited Dealer/Trader | RA 7942 Section 129; SP Ordinance No. 05 series of 2014 | - Paghahanda at pagbibigay ng Certificate of Accreditation | RA 11032 | 30 minutos bawat kliyente | Wala |
| 4. Photocopy of OR/CR of Truck or Deed of Sale | RA 7942 Section 129 | | | | |
| 5. Duly accomplished Application Form | RA 7942 Section 129; | | | | |
| 6. Accreditation Fee: P 2,520.00 | RA 7942 Section 129; | | | | |



| | | | | | |
|--|--|--|--------------|----------------------------|---|
| | SP Ordinance No. 05 series of 2014 Article II Section 5(b) | | | | |
| 7. Accreditation Sticker Fee: P 100/sticker | SP Ordinance No. 05 series of 2014 Article II Section 5(b) | | | | |
| | | | TOTAL | 2 oras at 30 minuto | Php2,520.00 + dami ng sticker na kukunin. |



| GOVERNMENT SERVICE: PROVISION OF SEEDLINGS FOR REQUESTING CONSTITUENTS | | | | | |
|--|-------------|--|---|---|-----------------------|
| LIST OF REQUIREMENTS | | SERVICE INFORMATION | | | |
| Requirement | Legal Basis | LIST OF STEPS AND PROCEDURES | | Total Processing Time | Total Fees to be Paid |
| | | Client Steps/Procedures as indicated in the Citizen's Charter | Legal Basis | | |
| 1. Sulat kahilingan | RA 11032 | - Pagpasa ng sulat kahilingan sa Opisina ng Punong Panlalawigan o ng Provincial Administrator para sa pagsang-ayon bago dalhin sa opisina ng ENRO | | Isang oras | Wala |
| | | - Pagtanggap ng sulat kahilingan mula sa Opisina ng Punong Panlalawigan o Opisina ng Provincial Administrator - Pagsusuri para sa kaukulang aksyon at pagendorso sa concerned personnel | RA 11032 | Isang oras Isang araw | Wala |
| | | - Pagsasagawa ng aktwal na inspeksyon sa lugar na pagtatamnan para sa mga aprubadong kahilingan ng punla na may bilang 51 pataas | RA 11032 | Isang araw bawat kliyente | Wala |
| | | - Pamamahagi ng punla | Section 17 (b) (3) (iii); Article XIV Section 484 (b); Executive Order No. 26 series of 2011 National Greening Program; | Tatlong oras bawat kliyente para sa 51 pataas; Isa hanggang Dalawang oras bawat kliyente para sa 50 pababa | Wala |
| | | | TOTAL | 2 araw at 5 oras depende sa dami ng seedlings na ni-rerequest | Wala |



| GOVERNMENT SERVICE: PROVISION OF FOREST PRODUCTS (LUMBER) FOR REQUESTING CONSTITUENTS | | | | | |
|--|---|--|--|---|-----------------------|
| 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 | | |
| 1. Sulat kahilingan | Presidential Memorandum Order No. 162 series of 1993; | - Pagpasa ng sulat kahilingan sa Opisina ng Punong Panlalawigan o ng Provincial Administrator para sa pagsang-ayon bago dalhin sa opisina ng ENRO | | Isang oras | Wala |
| 2. Justification for the construction/establishment of the infrastructure | Presidential Memorandum Order No. 162 series of 1993; | - Pagtanggap ng sulat kahilingan mula sa Opisina ng Punong Panlalawigan o Opisina ng Provincial Administrator - Pagsusuri para sa kaukulang aksyon at pagendorso sa concerned personnel | RA 11032 | Isang oras Isang araw | Wala |
| 3. Bill of Materials at building plan na nilagdaan ng Project Engineer; para sa mga barangays, nilagdaan ng Building Foreman or Punong Barangay | Presidential Memorandum Order No. 162 series of 1993; | - Pagsasagawa ng aktwal na inspeksyon sa strukturang may pangangailangan ng kahoy | Presidential Memorandum Order No. 162 series of 1993; | Isang araw bawat kliyente | Wala |
| 4. Sertipikasyon mula sa Provincial Auditor na walang pondo o appropriation para sa pagbili ng kinakailangang wood materials; para sa mga barangays, Sertipikasyon mula sa Municipal Planning Development Coordinators | Presidential Memorandum Order No. 162 series of 1993; | - Pamamahagi ng Kahoy | Presidential Memorandum Order No. 162 series of 1993; Memorandum of Agreement (DENR-PGI); Deed of Donation | Kalahating araw bawat kliyente kung available ang materyales | Wala |
| | | | TOTAL | 2 araw at 6 oras depende sa availability ng materyales | Wala |



| GOVERNMENT SERVICE: PROVISION OF TECHNICAL ASSISTANCE IN RESOLUTION OF ENVIRONMENTAL-RELATED COMPLAINTS | | | | | |
|---|-------------|--|--|------------------------------|-----------------------|
| 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 | | |
| 1. Sulat kahilingan o complaint letter kalakip ang mga kinakailangang impormasyon at dokumento katulad ng mga larawang kuha mismo sa inirereklamong lugar, kaso o bagay na pinagmulan ng problema | RA 11032 | - Pagpasa ng complaint letter sa Opisina ng Gobernador o Opisina ng Provincial Administrator para sa pagsang-ayon bago dalhin sa opisina ng ENRO (maaring suliranin patungkol sa polusyon sa hangin, tubig, pagbabasura; paglabag sa batas pangkagubatan at pagmimina) | | Isang oras | Wala |
| | | - Pagtanggap ng complaint letter mula sa Opisina ng Gobernador o Provincial Administrator - Pagsusuri para sa kaukulang aksyon at pagendorso sa concerned personnel | RA 11032 | Isang oras Isang araw | Wala |
| | | - Kung ang problema ay nasa nasasakupan ng ENRO, magtatakda ng araw ng pag-iimbestiga at pangangalap ng mga kaukulang impormasyon para sa ikalulutas ng problema | Section 17 (b) (3) (iii); Article XIV Section 484 (b) | Dalawang araw bawat kliyente | Wala |
| | | - Kung ang mga nasabing problema o isyu ay hindi sakop ng ENRO, ito ay isasangguni sa kaukulang ahensya na makakatulong sa paglutas o makapagbibigay ng kaukulang solusyon | Section 17 (b) (3) (iii); Article XIV Section 484 (b) | Isang araw | Wala |
| | | | TOTAL | 4 na araw at 2 oras | Wala |



| GOVERNMENT SERVICE: PROVISION OF TECHNICAL ASSISTANCE FOR OTHER FOREST AND ENVIRONMENTAL CONCERNS | | | | | |
|---|-------------|---|--|---|-----------------------|
| 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 | | |
| 1. Sulat Kahilingan | RA 11032 | - Pagpasa ng sulat kahilingan sa Local Chief Executive patungkol sa uri ng technical assistance na kinakailangan para sa pagsang-ayon bago dalhin sa opisina ng ENRO (maaring trainings, IEC, workshops, field demonstrations at iba pa.) | | Isang oras | Wala |
| | | - Pagtanggap ng sulat kahilingan mula sa Opisina ng Gobernador o Provincial Administrator - Pagsusuri para sa kaukulang aksyon at pagendorso sa concerned personnel | RA 11032 | Isang oras Isang araw | Wala |
| | | - Pakikipagugnayan para sa pagsasagawa ng kahilingang technical assistance | Section 17 (b) (3) (iii); Article XIV Section 484 (b) | Isang araw bawat kliyente | Wala |
| | | - Kung ang hinihiling ay hindi sakop ng ENRO, ito ay isasangguni sa kaukulang ahensyang angkop na makapagbibigay ng hinihiling na assistance | Section 17 (b) (3) (iii); Article XIV Section 484 (b) | Isang araw para sa lahat ng natanggap na kahilingang teknikal | Wala |
| | | | TOTAL | 3 araw at 2 oras | Wala |